NEW YORK STATE | Office of Mental Health

PSYCKES Primer for Emergency Department Staff

OMH Office of Population Health & Evaluation
OMH Office of Hospital Care and Community Transitions

APRIL 2026

Q&A via WebEx

- All phone lines are muted
- Access “Q&A” box in WebEx menu at the right of your screen; if you expanded the view of the webinar to full screen, hover cursor top center of screen to see menu
- Type questions using the “Q&A” feature
  - Submit to “All Panelists” (default)
  - Please do not use Chat function for Q&A
- Today’s training will be recorded, and the recording, slides, and additional training materials will be available shortly after the presentation

Agenda

- Why Now? Why PSYCKES?
- PSYCKES Overview
- Logging In
- Access to Patient-Level Data
- Review Patient-Level Details within the Clinical Summary
- Training & Technical Support
- Appendix
  - Obtaining/Activating Tokens, Withdrawing Consent, PSYCKES Mobile App

Why Now?
Why PSYCKES?

Why Now?

New NYS DOH regulations related to individuals presenting to emergency departments with behavioral health concerns

(in effect 1/8/25)

For all Emergency Departments:

- A review of records is required, including checking PSYCKES
- Screening to determine whether a patient has complex needs

For Emergency Departments in hospitals with psychiatric inpatient unit/s (§9.39 Hospitals):

- Coordinate discharge planning with care managers (for patients in care management programs)
- Schedule and confirm an appointment for psychiatric aftercare within 7 calendar days following discharge
- Send a discharge summary to the aftercare provider(s)

Why PSYCKES?

PSYCKES can help hospitals with new regulations

- Supports patient record review - Integrates all information available statewide
- Flags individuals with Complex Needs
- Identifies any existing care management program and contact information
- Identifies previous providers and level of engagement in care
- Supports secure real time sharing of Discharge Summary and other documents such as Psychiatric Advance Directive Plans, Suicide Prevention Plans

79% of NYS hospitals already have PSYCKES access

- 2,725 Emergency Department/CPEP staff users
- 4,145 Psychiatric Inpatient staff users

PSYCKES Overview

What is PSYCKES?

- A secure web-based application that integrates multiple data sources to support population health, quality improvement, care coordination, clinical decision-making
- Data Sources: Integrates over 10 different health-related data sources including
  - Medicaid claims
    - Medicaid data tells us what was paid for, not the associated clinical documentation. We can tell the patient had this x-ray or those labs or that outpatient visit, but we do not have the results.
  - 10+ other databases
    - EMR data from State Psychiatric Centers
    - NYC data: Rikers, Department of Homeless Services, DOHMH data, etc.
    - State OMH data: AOT (involuntary outpatient commitment), suicide incidents, CAIRS data on high intensity outpatient and residential mental health services, etc.
  - Provider and patient entered: Advance Directives, Safety Plans, Rating scales (e.g. CSSRS, PHQ-9), etc.
- Over 12 million patients viewable in PSYCKES - individuals with any history of:
  - Medicaid funded behavioral health diagnosis or treatment, or
  - State Psychiatric Center inpatient or outpatient services, or
  - Health Home outreach or enrollment

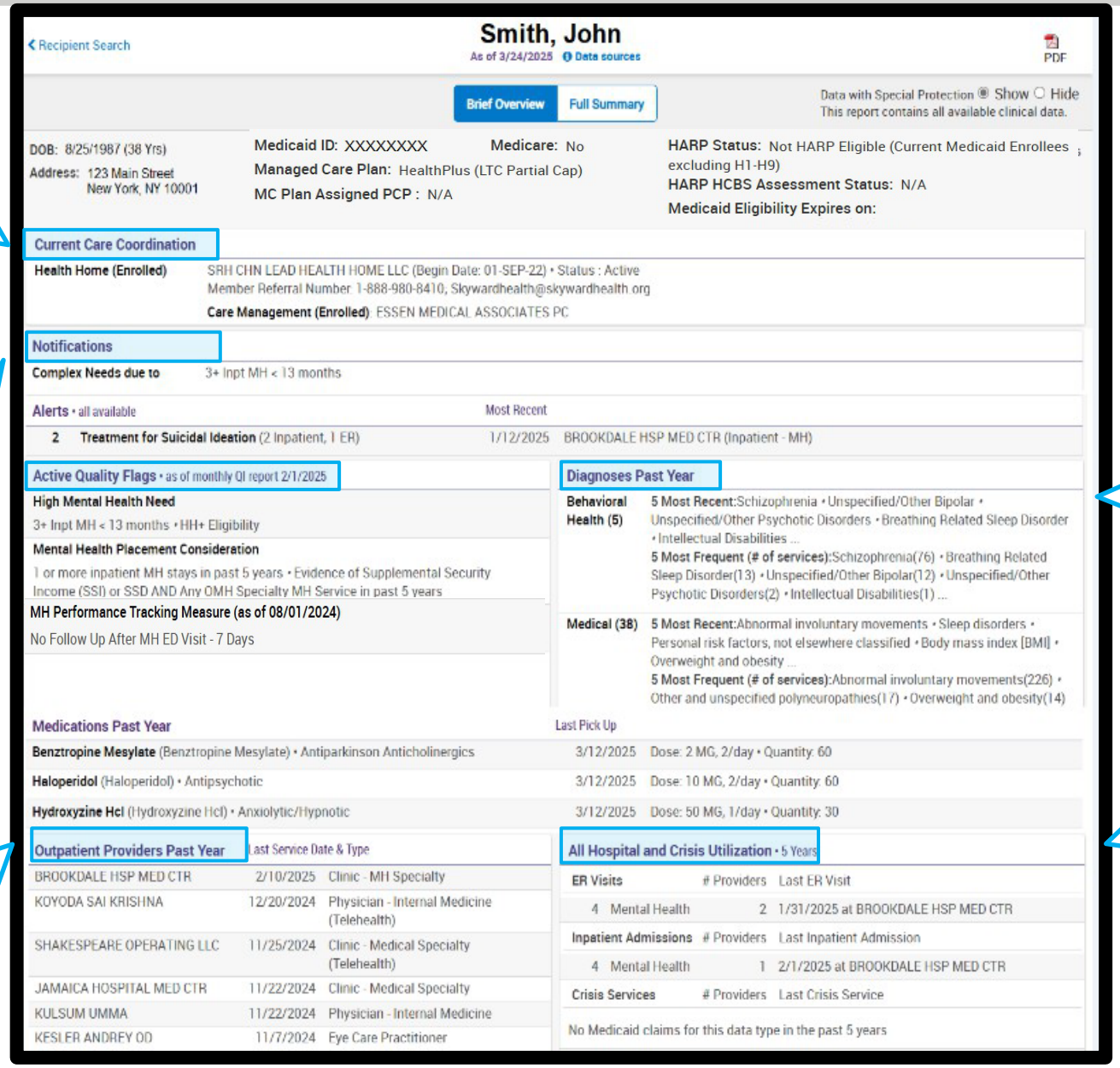
Brief Clinical Summary:

Patient identifying information in header

Care Coordination
Care management & residential contacts

Notifications
Complex Needs and criteria met

Outpatient Providers
Behavioral and general medical providers in past year



Recipient Search

Smith, John
As of 3/24/2025 Data sources

PDF

Brief Overview | Full Summary

Data with Special Protection Show Hide
This report contains all available clinical data.

DOB: 8/25/1987 (38 Yrs)
Address: 123 Main Street
New York, NY 10001

Medicaid ID: XXXXXXXX Medicare: No
Managed Care Plan: HealthPlus (LTC Partial Cap)
MC Plan Assigned PCP : N/A

HARP Status: Not HARP Eligible (Current Medicaid Enrollees excluding H1-H9)
HARP HCBS Assessment Status: N/A
Medicaid Eligibility Expires on:

Current Care Coordination

Health Home (Enrolled): SRH CHN LEAD HEALTH HOME LLC (Begin Date: 01-SEP-22) • Status : Active
Member Referral Number 1-888-980-8410, Skywardhealth@skywardhealth.org
Care Management (Enrolled): ESSEN MEDICAL ASSOCIATES PC

Notifications

Complex Needs due to: 3+ Inpt MH < 13 months

Alerts • all available

		Most Recent	
2	Treatment for Suicidal Ideation (2 Inpatient, 1 ER)	1/12/2025	BROOKDALE HSP MED CTR (Inpatient - MH)

Active Quality Flags • as of monthly QI report 2/1/2025

High Mental Health Need
3+ Inpt MH < 13 months • HH+ Eligibility

Mental Health Placement Consideration
1 or more inpatient MH stays in past 5 years • Evidence of Supplemental Security Income (SSI) or SSD AND Any OMH Specialty MH Service in past 5 years

MH Performance Tracking Measure (as of 08/01/2024)
No Follow Up After MH ED Visit - 7 Days

Diagnoses Past Year

Behavioral Health (5): 5 Most Recent:Schizophrenia • Unspecified/Other Bipolar • Unspecified/Other Psychotic Disorders • Breathing Related Sleep Disorder • Intellectual Disabilities ...
5 Most Frequent (# of services):Schizophrenia(76) • Breathing Related Sleep Disorder(13) • Unspecified/Other Bipolar(12) • Unspecified/Other Psychotic Disorders(2) • Intellectual Disabilities(1) ...

Medical (38): 5 Most Recent:Abnormal involuntary movements • Sleep disorders • Personal risk factors, not elsewhere classified • Body mass index [BMI] • Overweight and obesity ...
5 Most Frequent (# of services):Abnormal involuntary movements(226) • Other and unspecified polyneuropathies(17) • Overweight and obesity(14)

Medications Past Year

	Last Pick Up	
Benztropine Mesylate (Benztropine Mesylate) • Antiparkinson Anticholinergics	3/12/2025	Dose: 2 MG, 2/day • Quantity: 60
Haloperidol (Haloperidol) • Antipsychotic	3/12/2025	Dose: 10 MG, 2/day • Quantity: 60
Hydroxyzine Hcl (Hydroxyzine Hcl) • Anxiolytic/Hypnotic	3/12/2025	Dose: 50 MG, 1/day • Quantity: 30

Outpatient Providers Past Year

	Last Service Date & Type	
BROOKDALE HSP MED CTR	2/10/2025	Clinic - MH Specialty
KOYODA SAI KRISHNA	12/20/2024	Physician - Internal Medicine (Telehealth)
SHAKESPEARE OPERATING LLC	11/25/2024	Clinic - Medical Specialty (Telehealth)
JAMAICA HOSPITAL MED CTR	11/22/2024	Clinic - Medical Specialty
KULSUM UMMA	11/22/2024	Physician - Internal Medicine
KESLER ANDREY OD	11/7/2024	Eye Care Practitioner

All Hospital and Crisis Utilization • 5 Years

ER Visits	# Providers	Last ER Visit
4 Mental Health	2	1/31/2025 at BROOKDALE HSP MED CTR
Inpatient Admissions	**# Providers**	**Last Inpatient Admission**
4 Mental Health	1	2/1/2025 at BROOKDALE HSP MED CTR
Crisis Services	**# Providers**	**Last Crisis Service**

No Medicaid claims for this data type in the past 5 years

Diagnoses Past Year:
5 Most Recent and
5 Most frequent by type
(Behavioral, Medical)

Hospital ER & Inpatient Services past 5 years:
Number of visits by type
(ER and IP Mental Health, Substance Use, Medical)

How Hospital Staff Get PSYCKES Access

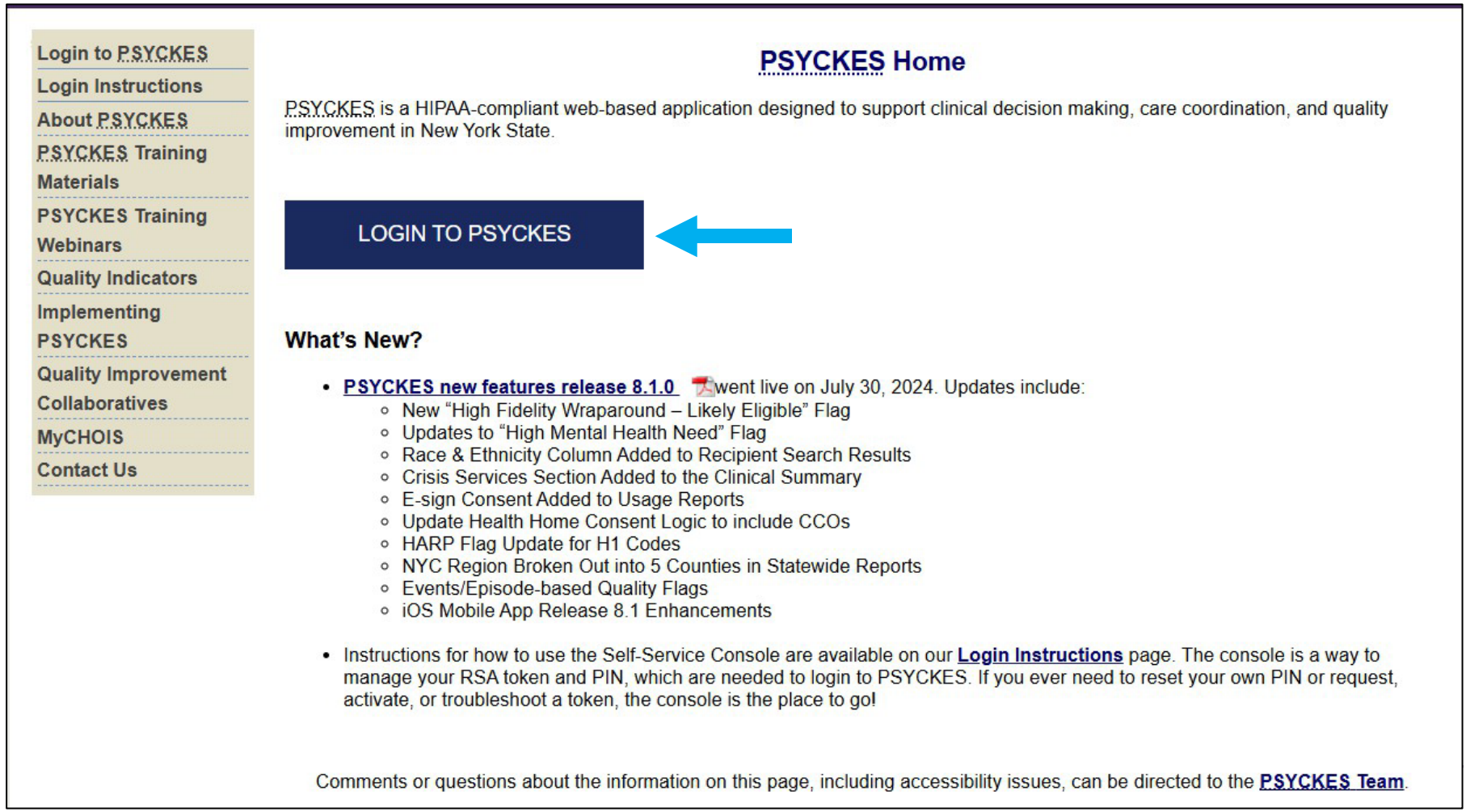
Overview - How Hospital Staff Get PSYCKES Access

- Hospital obtains PSYCKES access and registers hospital Security Managers
  - As of December 2025, 80% of hospitals in NYS already PSYCKES access and registered Security Managers – we expect all hospitals to have access by the end of the year
- Hospital Security Manager/s grant PSYCKES access to hospital staff
  - Ask your supervisor or administrator who your hospital's security manager(s) – OR –
  - Contact PSYCKES-Help (PSYCKES-Help@omh.ny.gov) to find out your agency's Security Manager
- Staff obtain and activate a token
  - See Appendix
- Staff log in to PSYCKES for the first time

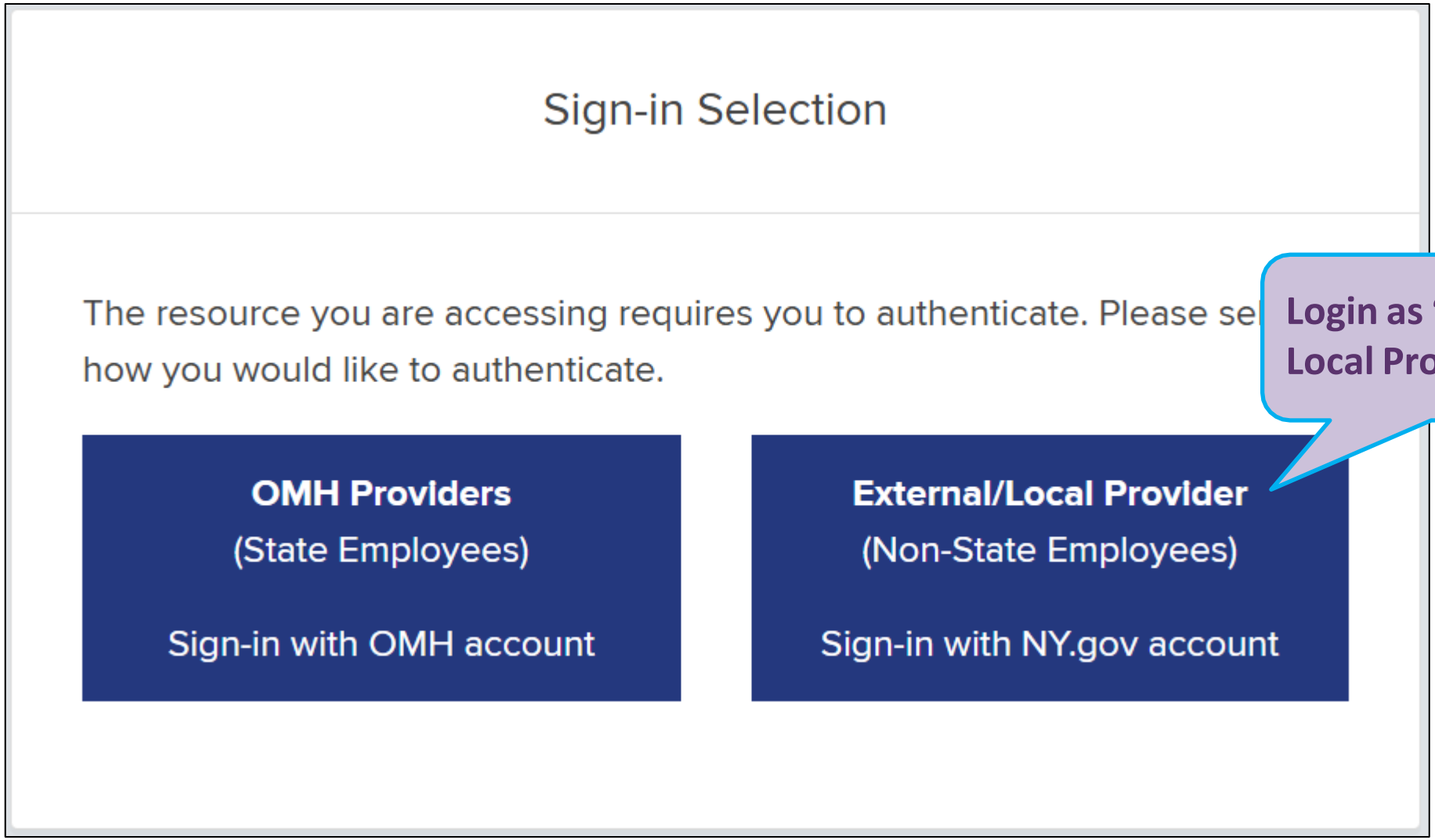
Logging In

How to Log in to PSYCKES - PSYCKES Homepage

- Go to PSYCKES homepage: www.psyckes.org
- Click “Login to PSYCKES”

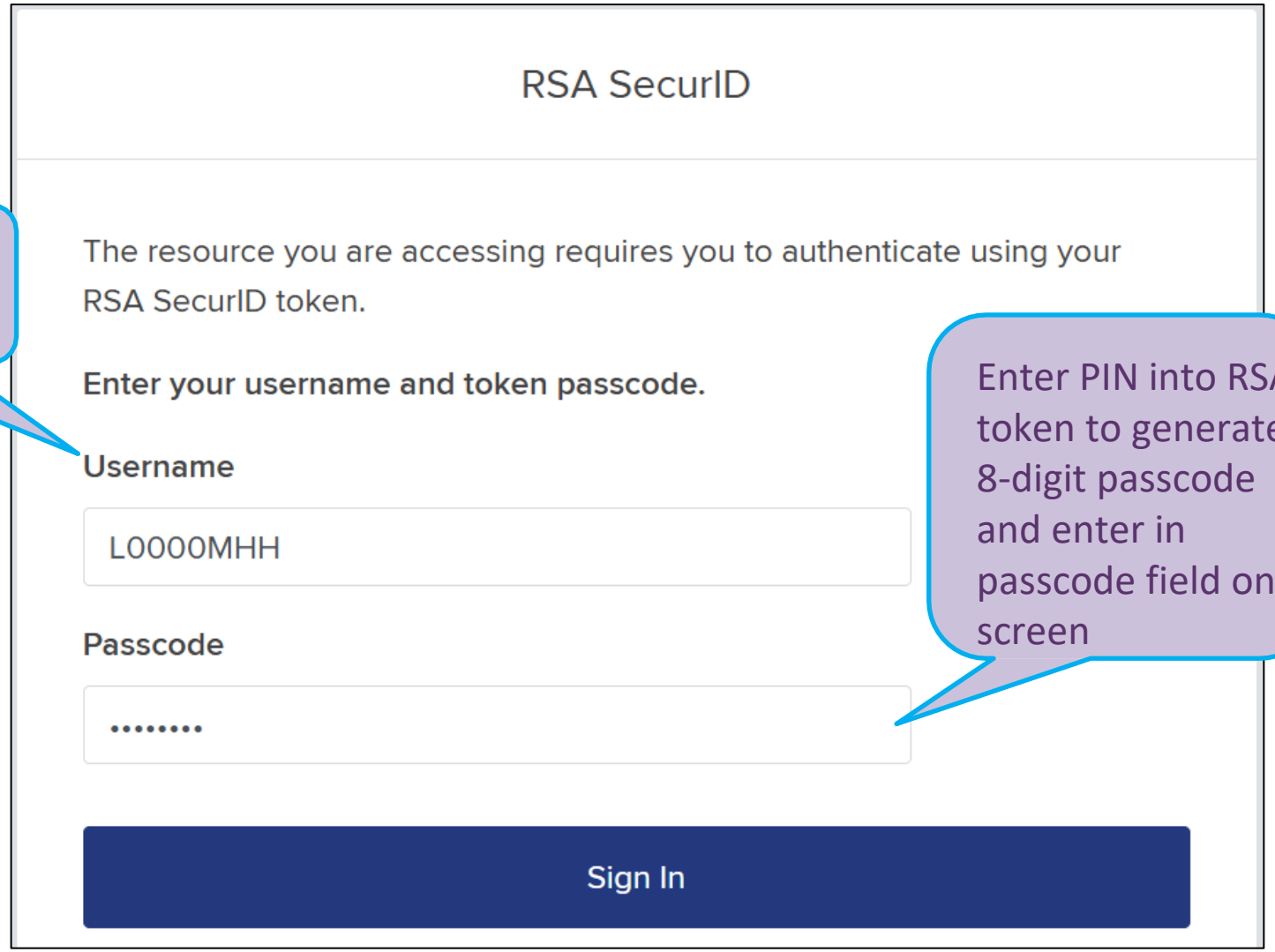


How to Login to PSYCKES – Sign-in Selection

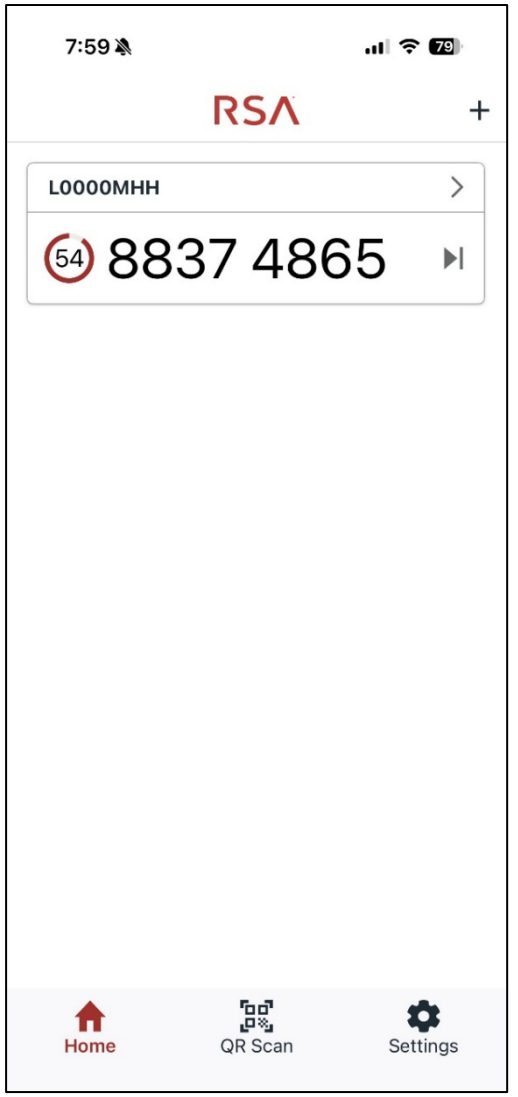


How to Login to PSYCKES – Mobile Token

Enter your assigned PSYCKES user ID

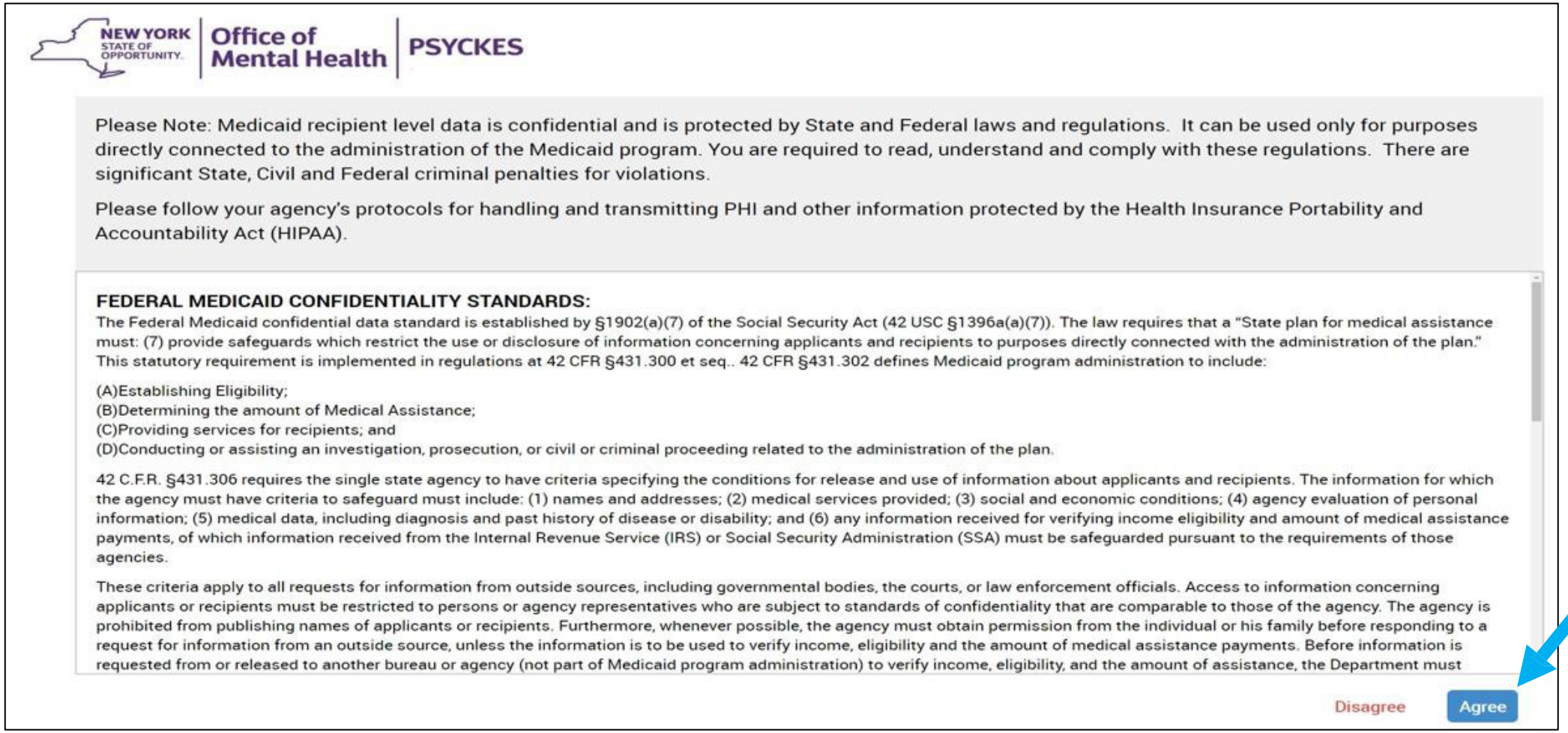


Enter PIN into RSA token to generate 8-digit passcode and enter in passcode field on screen



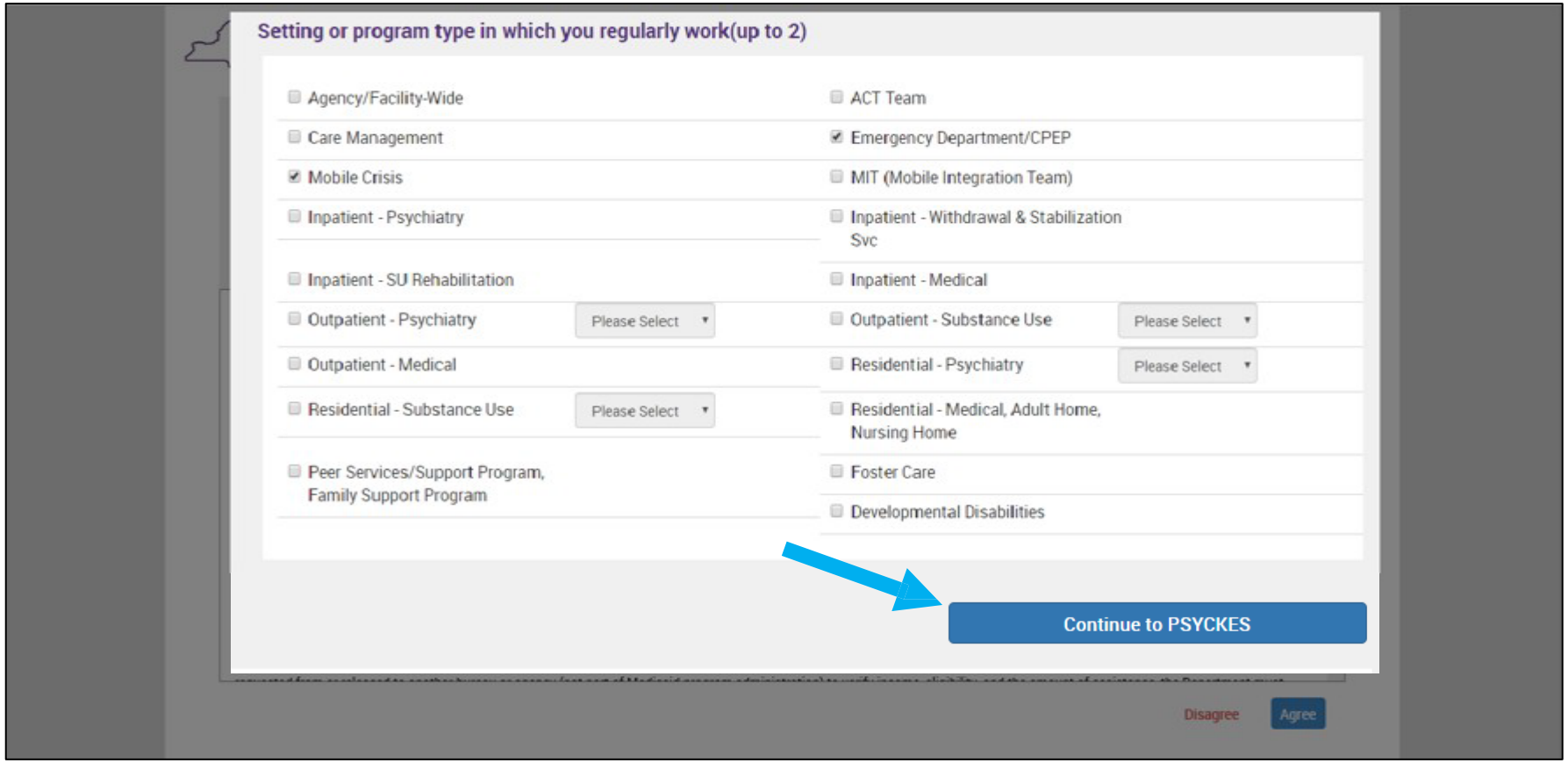
Medicaid Confidentiality Disclosure

- Click “Agree” to abide by standards and continue login



User Role Survey

- For the very first time that you log into PSYCKES, you will be prompted to take a brief survey that asks about your role in the hospital where you work, including the primary work setting and program type



Access to Patient-Level Data

Patient Linkage to Hospital

- **Automatically**:
  - Patient had a billed service anywhere in organization/hospital within the past 9 months

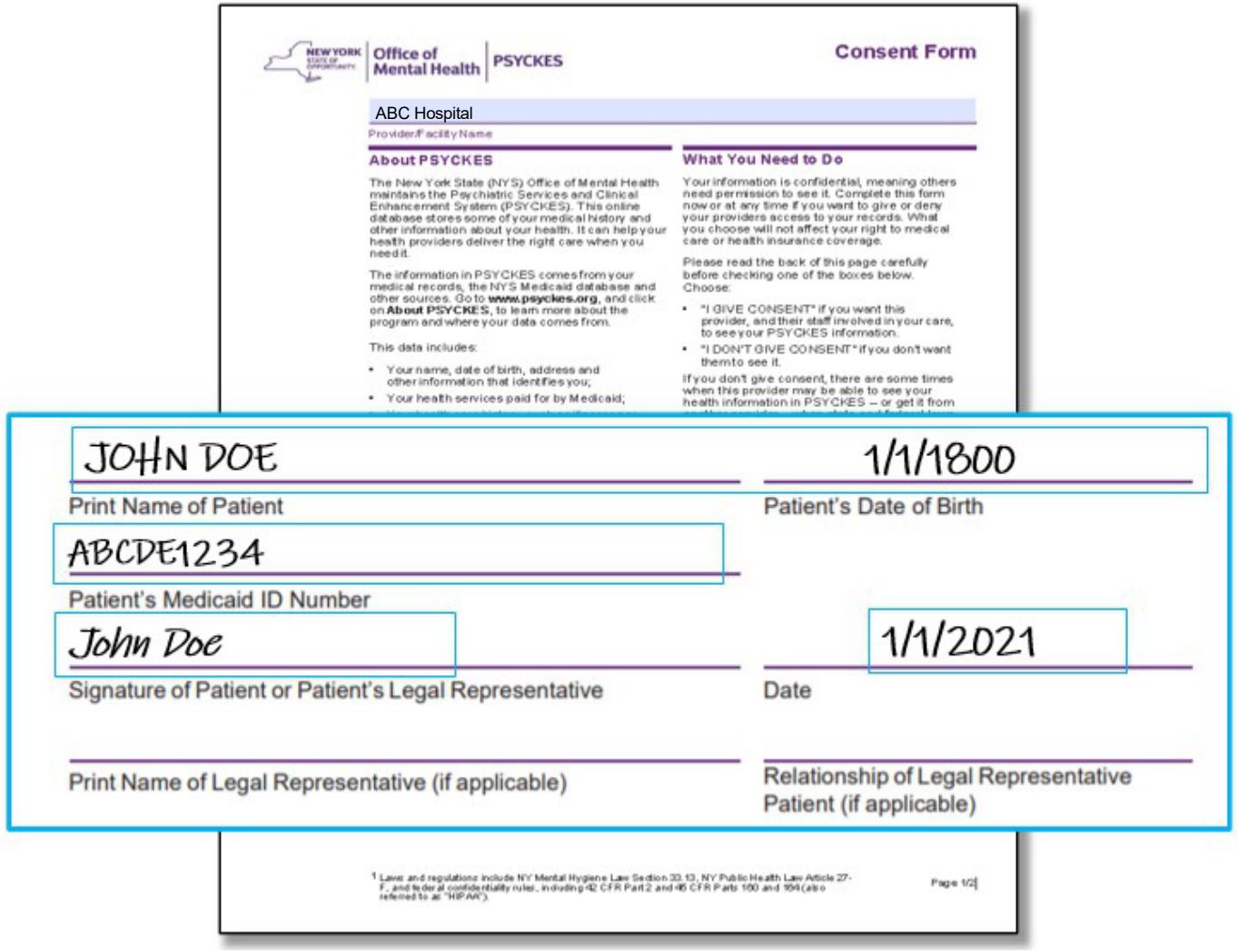
- **Manually**:
  - Provider attests to one of the following:
    - Patient signed PSYCKES consent, DOH Health Home Patient Information Sharing consent, BHCC consent
    - Verbal consent
    - Clinical emergency
    - Patient is currently being served by/transferred to your hospital

Levels of Access to Patient Data

- **Signed Consent (PSYCKES, BHCC, DOH Health Home/CCO)**
  - Allows access to all available data (including data with special protections such as SUD, HIV, family planning, genetic testing), for 3 years after the last billed service
- **Verbal Consent**
  - Allows access to limited data (excluding data with special protections) for 9 months
- **Clinical Emergency**
  - Allows access to all available data (including data with special protections) for 72 hours
  - The vast majority of emergency department presentations are clinical emergencies. However, obtaining signed consent is good practice and will be greatly appreciated by your colleagues on inpatient units
- **Attestation of service** *(Patient currently being served by/transferred to your agency)*
  - This will link client to your agency for Recipient Search reports but will not provide access to the Clinical Summary

PSYCKES Consent Details

- PSYCKES consent includes:
  - Brief overview of the PSYCKES application
  - Types of information providers can see if a patient grants them consent
  - Place to indicate if consent is given or denied
  - Space for patient's name, date of birth, Medicaid ID, and their signature to confirm their choice


NEW YORK STATE OF OPPORTUNITY. Office of Mental Health | PSYCKES

Consent Form

ABC Hospital

Provider/Facility Name

About PSYCKES

The New York State (NYS) Office of Mental Health maintains the Psychiatric Services and Clinical Enhancement System (PSYCKES). This online database stores some of your medical history and other information about your health. It can help your health providers deliver the right care when you need it.

The information in PSYCKES comes from your medical records, the NYS Medicaid database and other sources. Go to **www.psyckes.org**, and click on **About PSYCKES**, to learn more about the program and where your data comes from.

This data includes:

- Your name, date of birth, address and other information that identifies you;
- Your health services paid for by Medicaid;

What You Need to Do

Your information is confidential, meaning others need permission to see it. Complete this form now or at any time if you want to give or deny your providers access to your records. What you choose will not affect your right to medical care or health insurance coverage.

Please read the back of this page carefully before checking one of the boxes below. Choose:

- "I GIVE CONSENT" if you want this provider, and their staff involved in your care, to see your PSYCKES information.
- "I DON'T GIVE CONSENT" if you don't want them to see it.

If you don't give consent, there are some times when this provider may be able to see your health information in PSYCKES – or get it from

JOHN DOE — Print Name of Patient

1/1/1800 — Patient's Date of Birth

ABCDE1234 — Patient's Medicaid ID Number

John Doe — Signature of Patient or Patient's Legal Representative

1/1/2021 — Date

Print Name of Legal Representative (if applicable)

Relationship of Legal Representative Patient (if applicable)

[1] Laws and regulations include NY Mental Hygiene Law Section 33.13, NY Public Health Law Article 27-F, and federal confidentiality rules, including 42 CFR Part 2 and 45 CFR Parts 160 and 164 (also referred to as "HIPAA").

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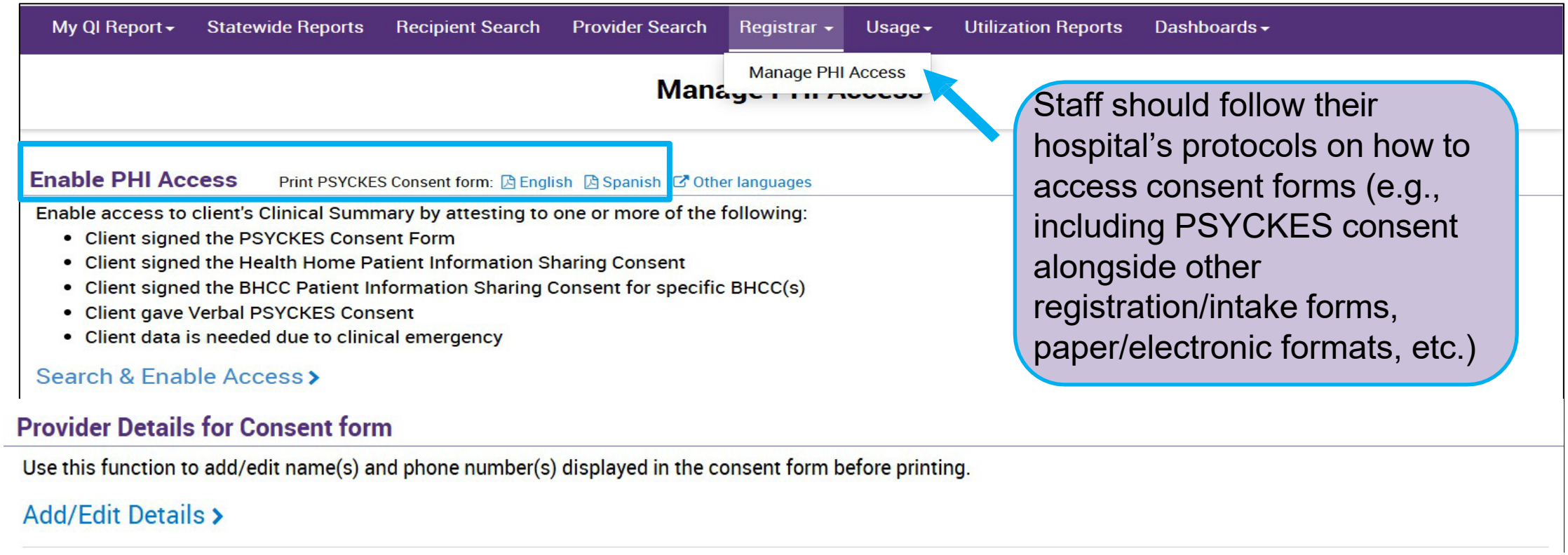
Accessing the pre-populated PSYCKES Consent form

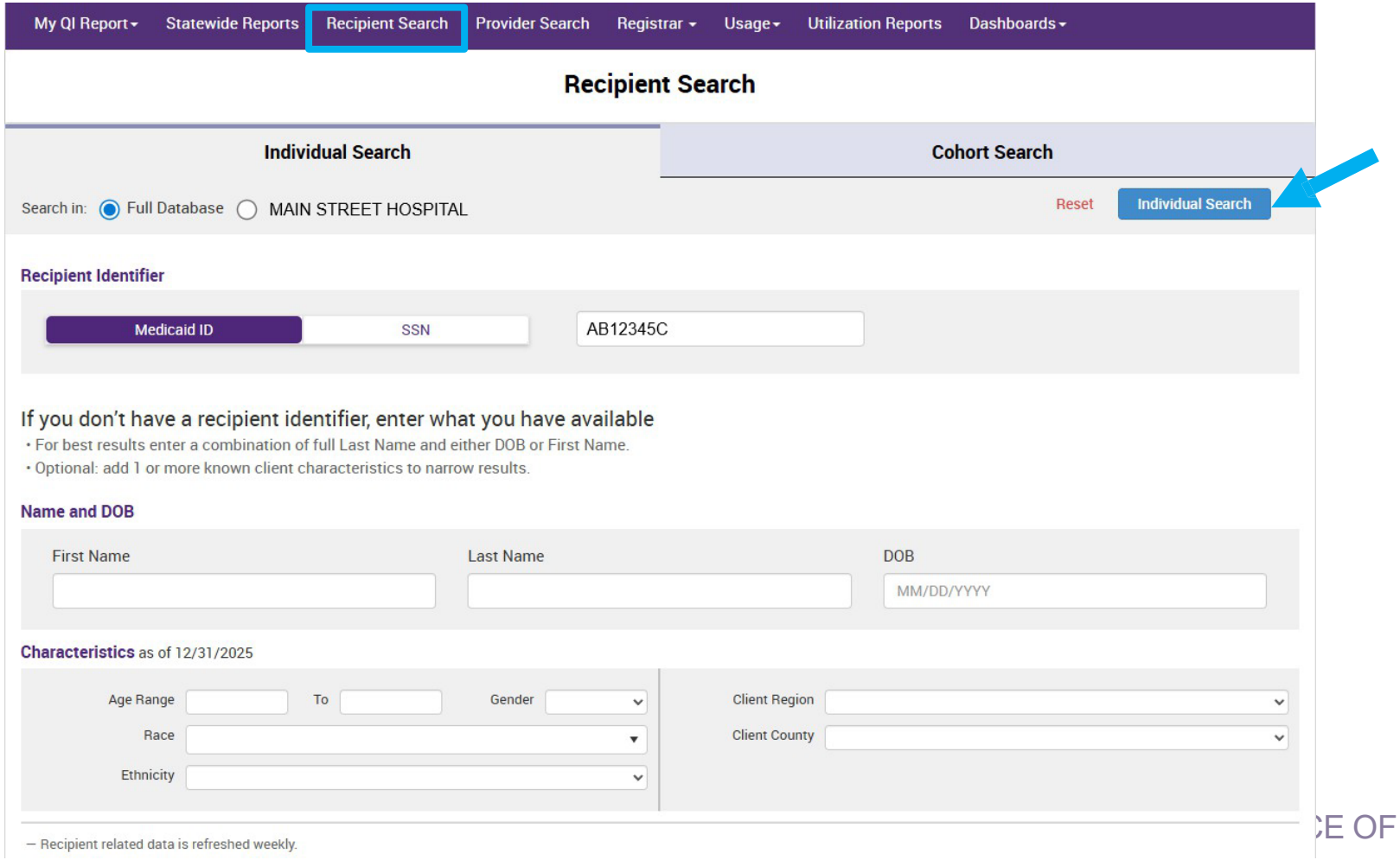
- Log in to PSYCKES, navigate to Registrar tab > Manage PHI Access sub-tab
- In the Enable PHI Access section, PDFs of the prepopulated PSYCKES consent form with hospital-specific contact information can be printed out in both English and Spanish
- Other language translations can be found on our public website, but will not be prefilled
- Hospitals can recreate the PSYCKES consent in their EMRs if they copy the language verbatim



Staff should follow their hospital's protocols on how to access consent forms (e.g., including PSYCKES consent alongside other registration/intake forms, paper/electronic formats, etc.)

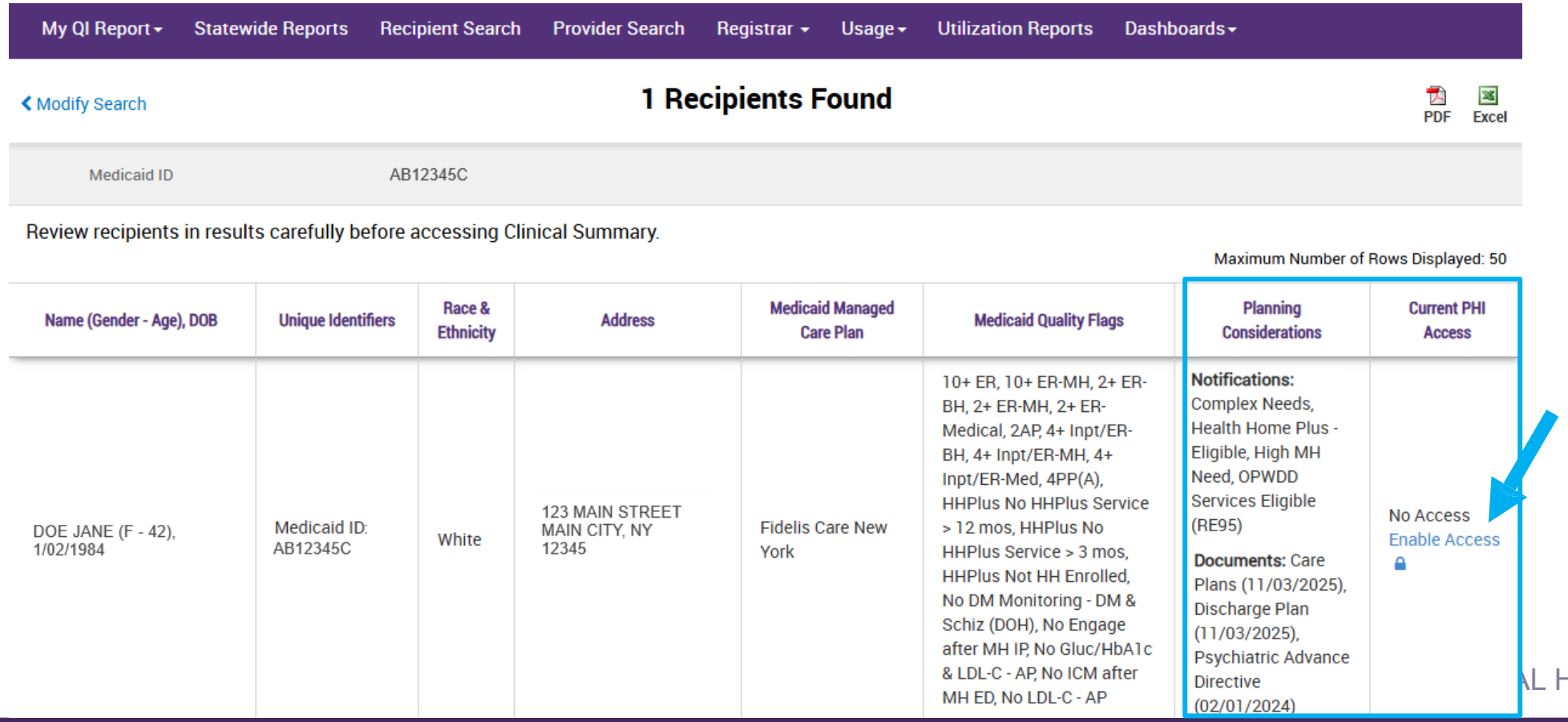
Step 1: Search for individual patient in Recipient Search

- To search or enable access to patient data, users follow these steps:
- Step 1: Enter one or more recipient identifier(s) and click “Search”



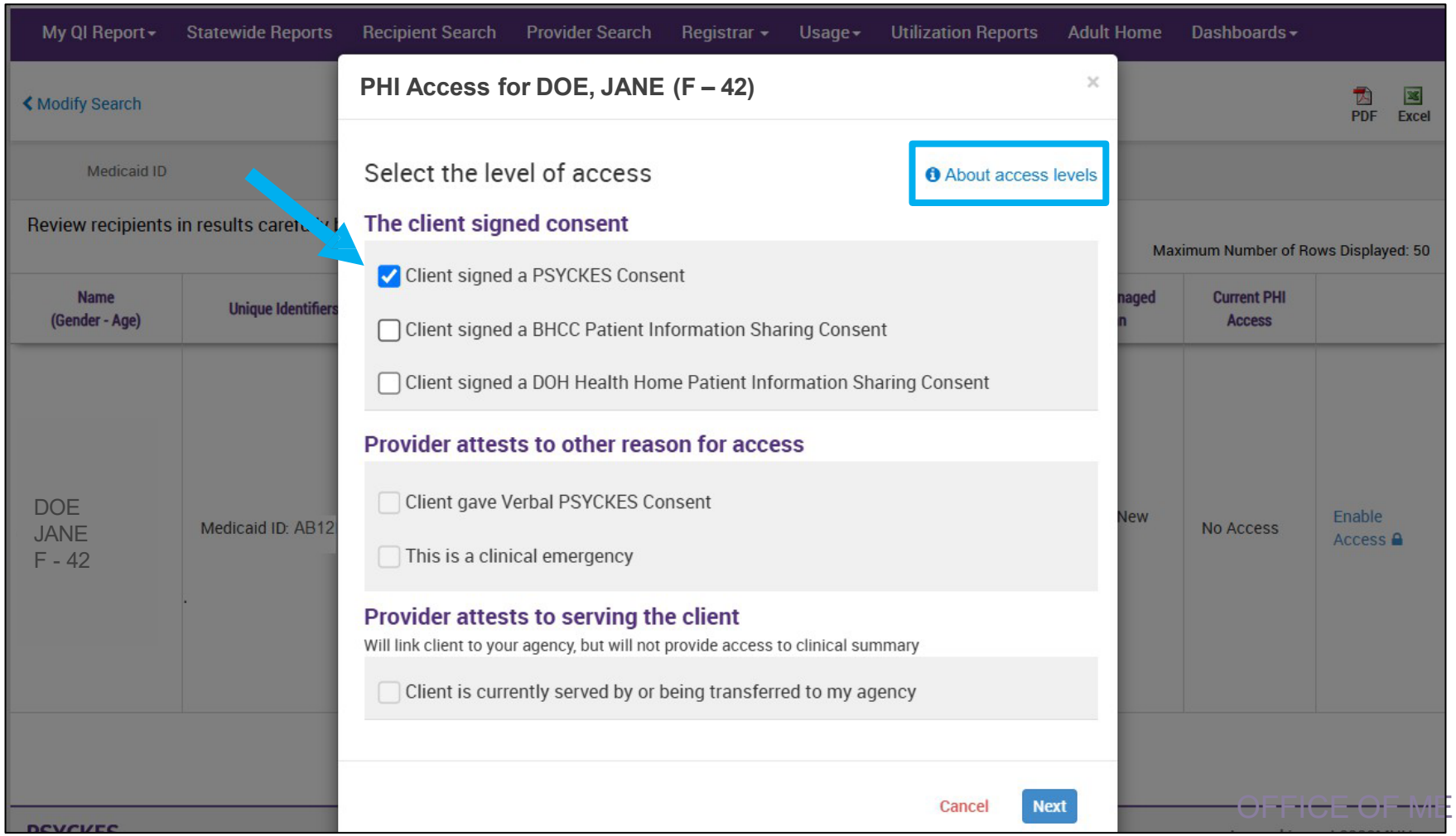
Step 2: Confirm patient match and select "Enable Access"

- Confirm that the search identifies the correct patient, check their Planning Considerations for Complex Needs, and see if your hospital already has access to patient's data or if access needs to be enabled.
- Note: If there's no match this may be because there is no report for this individual, or because insufficient or incorrect information was entered. Select "Modify Search" to re-enter data.

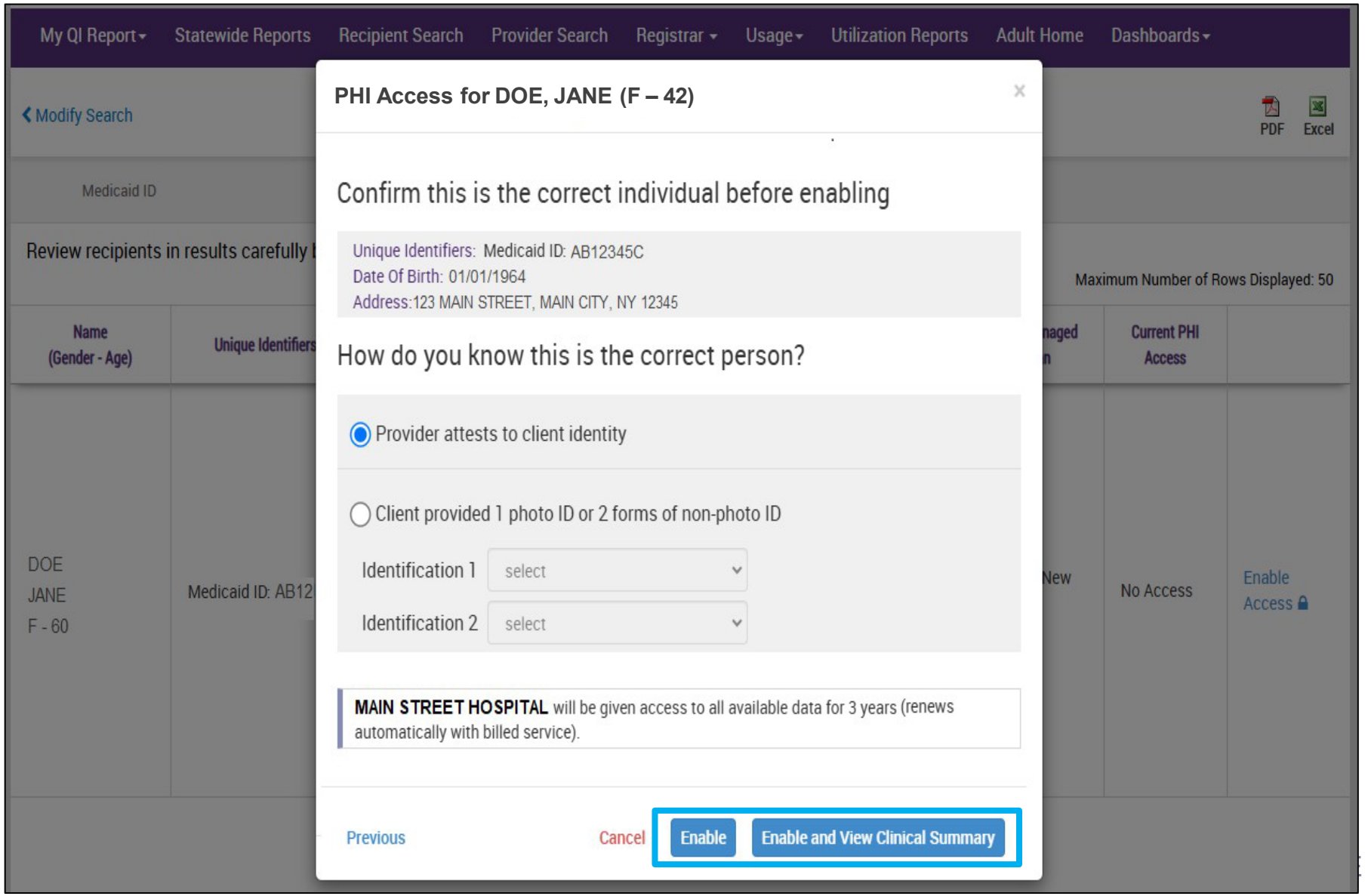


Step 3: Select the appropriate level of access and click "Next"

- If you'd like to learn more about what each access level entails, click the "About Access Levels" link

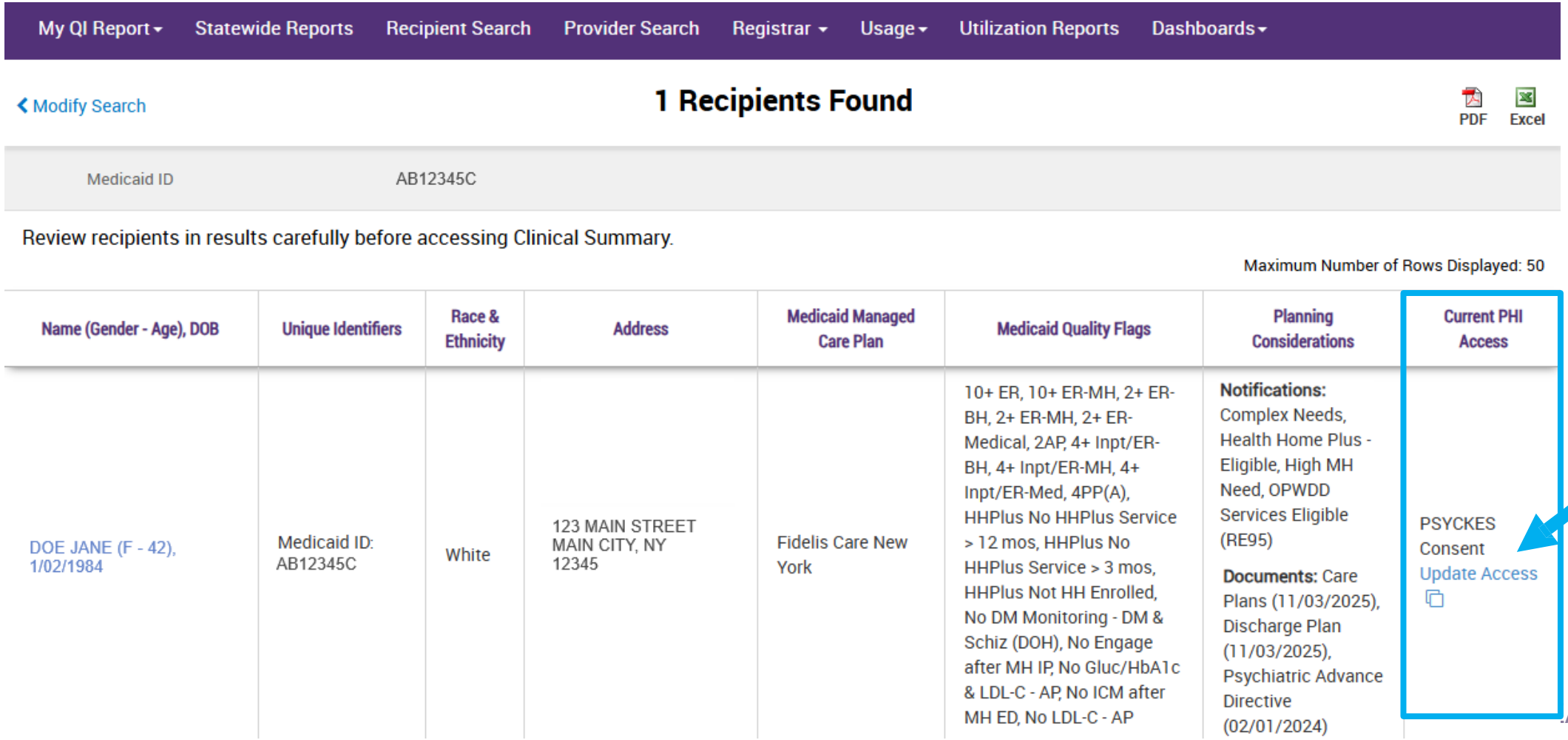


Step 4 & 5: Confirm Identity and Enable Access



PHI Access Enabled

- You'll now see the updated access level reflected in the "Current PHI Access" column



Breaking the Glass in Clinical Emergencies

Criteria and Protocols for Clinical Emergencies

- If a patient refuses or is unable to consent and is having a clinical emergency, the provider is permitted to obtain a PSYCKES clinical summary without consent (i.e., "breaking the glass.")
- A clinical emergency is defined as a medical or behavioral condition for which there is an immediate need for treatments, and symptoms are of sufficient severity that the absence of immediate treatment would likely result in serious harm to self or others
- Criteria for "breaking the glass" may include (but not limited to):
  - Threats of or attempts at suicide or serious bodily harm or other conduct demonstrating danger to themselves
  - Homicidal or other violent behavior by which others are placed in reasonable fear of serious physical harm
  - Inability or refusal, due to mental illness, to provide for their own essential needs such as food, clothing, necessary medical care, personal safety, or shelter
  - Overdose, sedation, altered mental status, catatonia, or otherwise non-responsive
- Providers are responsible for ensuring that the medical record supports emergency access by documenting why/how the client meets criteria for a clinical emergency and attesting with their signature, date, and time stamp

Clinical Summary

What is a PSYCKES Clinical Summary?

- Summarizes up to 5 years of treatment history for a client
- Creates an integrated view from all databases available through PSYCKES
- Summarizes treatment episodes to support rapid review
- Episodes of care linked to detailed dates of service if needed (including diagnosis and procedures)
- Clinical Summary helps providers to:
  - Identify patients with Complex Needs
  - Identify patients that have a pattern of ER visits but are not engaged in care
  - Form a differential diagnosis by clarifying history of patient care/services
  - Obtain contact information to coordinate care/referrals

Complex Needs Criteria

- General Criteria (All Ages)
  - AOT active or expired in the past year
  - ACT enrolled or discharged in the past year
  - Intensive Mobile Treatment in the past year with MH diagnosis
  - HH+ service in the past year with MH diagnosis
  - 3+ Inpt MH < 13 months
  - 4+ ER MH < 13 months
  - 3+ inpatient medical visits in past 13 months and have schizophrenia or bipolar
  - Ineffectively Engaged: No Outpt MH < 12 months with 2+ Inpt MH or 3+ ER MH
  - State PC Inpatient Discharge < 12 months
  - CNYPC Release < 12 months
  - Homeless in past 6 months + SMI
  - Suicide attempt: Any history
  - Homicidal ideation in past year and 1+ MH ED/CPEP/IP in past year
  - Opioid overdose in the past year
- Additional Eligibility Criteria for Children & Adolescents (0-20 years)
  - Currently or in the past year had K3 Serious Emotional Disturbance
  - Currently or in the past year received one or more of these services
    - Psychiatric Inpatient
    - Residential Treatment Facility
    - Children's Community Residence
    - Residential SUD Treatment
    - Youth ACT
    - Day Treatment
    - Partial Hospitalization
    - Home Based Crisis Intervention
    - Mobile Integration Team (MIT)
  - Currently or in the past year received two or more crisis services
  - Currently or in past year attributed to Foster Care

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‹ Recipient Search

QUnWQVJBREyi QUvUSEzOWQ U6

As of 12/11/2024 · Data sources

PDF

Brief Overview | Full Summary

Data with Special Protection ◉ Show ○ Hide
This report contains all available clinical data.

DOB: XX/XX/XXXX (XX Yrs)
Address: MTIq TVVSUaFZ UrQ QVBU OQ, QabORq7BTVRPT6, Tba, MTMvMDU

Medicaid ID: RaInMpQtMrM · Medicare: No
Managed Care Plan: Fidelis Care New York (HARP)
MC Plan Assigned PCP : N/A

HARP Status: HARP Enrolled (H1)
HARP HCBS Assessment Status: Never Assessed
Medicaid Eligibility Expires on: 3/31/2025

Current Care Coordination

Health Home (Enrolled)	ONONDAGA CASE MGMT SVCS MH (Begin Date: 01-OCT-24) · Status : Pended Member Referral Number: 1-855-613-7659; referrals@hhuny.org
	Care Management (Enrolled): ADDICTION CTR OF BROOME CNTY

Notifications

Complex Needs due to	HH+ Eligibility , Ineffectively Engaged: No Outpt MH < 12 months with 2+ Inpt MH or 3+ ER MH , 4+ER MH < 13 months,
Health Home Plus Eligibility	This client is eligible for Health Home Plus due to: 4+ ER MH < 13 months, Ineffectively Engaged - No Outpt MH < 12 months & 2+ Inpt MH/3+ ER MH

Alerts · all available

		Most Recent	
9	Treatment for Suicidal Ideation (2 Inpatient, 7 ER, 1 Other)	1/5/2022	ST JOHNS EPISCOPAL HOSPITAL (ER - MH)
1	C-SSRS (Suicide Screen) (1 C-SSRS)	9/14/2020	Administered in PSYCKES mobile app

Social Determinants of Health (SDOH) Past Year - reported in billing

Problems related to education and literacy	Less than a high school diploma
Problems related to housing and economic circumstances	Homelessness unspecified · Unsheltered homelessness · Food insecurity · Problem related to housing and economic circumstances, unspecified · Transportation insecurity

Active Quality Flags · as of monthly QI report 11/1/2024

General Medical Performance Tracking Measure (as of 04/01/2024)
Overdue for Breast Cancer Screening

High Utilization - Inpt/ER
2+ Inpatient - BH · 2+ Inpatient - MH

Diagnoses Past Year

Behavioral Health (5)

5 Most Recent:Other psychoactive substance related disorders · Schizoaffective Disorder · Tobacco related disorder · Cocaine related disorders · Cannabis related disorders ...

5 Most Frequent (# of services):Cocaine related disorders(30) · Other psychoactive substance related disorders(20) · Schizoaffective Disorder(12) · Cannabis related disorders(6) · Tobacco related disorder(2)

Medications Past Year	Last Pick Up	
Bupropion Hcl (Bupropion Hcl Er (Xl)) • Antidepressant	11/4/2024	Dose: 300 MG, 1/day • Quantity: 30
Nicotine (Nicotine) • Withdrawal Management	11/4/2024	Dose: 14 MG/24HR, 1/day • Quantity: 14
Atorvastatin Calcium (Atorvastatin Calcium) • HMG CoA Reductase Inhibitors	10/20/2024	Dose: 40 MG, 1/day • Quantity: 30

Outpatient Providers Past Year	Last Service Date & Type	
FLUSHING ENDOSCOPY CENTER LLC	1/10/2025	Clinic - Medical Specialty
SANFORD ENDOSCOPY PLLC	1/7/2025	Physicians Group - Anesthesiology
SANFORD MEDICAL CARE PLLC	6/11/2024	Physicians Group - Internal Medicine
MEDS OOS PHYSICIAN & OTHE	5/28/2024	Urgent Care - Medical Dx
FATIMA PEDIATRIC MEDICAL CARE P C	4/26/2024	Physicians Group - Family Practice
ELMHURST HOSPITAL CENTER	4/16/2024	Clinic - Medical Specialty

All Hospital and Crisis Utilization • 5 Years

ER Visits	# Providers	Last ER Visit
2 Mental Health	2	6/7/2024 at JAMAICA HOSPITAL
3 Medical	3	5/12/2024 at JAMAICA HOSPITAL
Inpatient Admissions	**# Providers**	**Last Inpatient Admission**
4 Mental Health	2	7/1/2024 at JAMAICA HOSPITAL MED CTR
Crisis Services	**# Providers**	**Last Crisis Service**
2 Crisis Telephonic	1	7/2/2024 at JAMAICA HOSPITAL

Brief Overview as of 12/11/2024

View Full Summary Export Overview

My QI Report | Statewide Reports | Recipient Search | Provider Search | Registrar | Usage | Utilization Reports | Dashboards

Recipient Search

QUFSTqui SEzXQVJE S6

As of 3/18/2025 Data sources

PDF EXCEL CCD

Sections

Brief Overview | Full Summary

Protection Show Hide

s all available clinical data.

Export Clinical Summary to PDF to upload/print and place in patient's record

General

Name
QUFSTqui SEzXQVJE S6

DOB
XX/XX/XXXX (XX Yrs)

Address
Mp2r RQ QaFZ RFJJVaU,
TEzORm QaVBQq6, Tba, MTErN9E

Medicaid ID
VEUsODMrOV2

Medicaid Aid Category
SAFETY NET W/O DEPRIV

Medicaid Eligibility Expires on

Medicare
No

Managed Care Plan
Fidelis Care New York (HARP)

MC Plan Assigned PCP
N/A

HARP Status
HARP Enrolled (H1)

HARP HCBS Assessment Status
Never Assessed

Current Care Coordination

Health Home (Enrolled)
COMMUNITY CARE MANAGEMENT PARTNERS (Begin Date: 01-OCT-23) • Status : Active
Main Contact Referral : Robert Ward: 646-799-1892, Robert.ward@ccmphealthhome.org
Member Referral Number: 888-682-1377; referrals@ccmphealthhome.org

Care Management (Enrolled): DIRECT CARE MANAGEMENT LLC

Notifications

Complex Needs due to
HH+ Eligibility , Ineffectively Engaged: No Outpt MH < 12 months with 2+ Inpt MH or 3+ ER MH , 4+ ER MH < 13 months

Health Home Plus Eligibility
This client is eligible for Health Home Plus due to: 4+ ER MH < 13 months, Ineffectively Engaged - No Outpt MH < 12 months & 2+ Inpt MH/3+ ER MH

Alerts & Social Determinants of Health (SDOH)

Alerts

Incidents from NIMRS, Service invoices from Medicaid Details

Table | Graph

Alert Type	Number of Events/Meds/Positive Screens	First Date	Most Recent Date	Provider Name(s)	Program Name	Severity/Diagnosis/ Meds/Results
Treatment for Suicidal Ideation	9	9/22/2019	1/5/2022	ST JOHNS EPISCOPAL HOSPITAL	ER - MH	Suicidal Ideation
C-SSRS (Suicide Screen)	1	9/14/2020	9/14/2020	Administered in PSYCKES mobile app		4 Suicide Attempt(s); Last attempt Between 1-3 years High Risk: Suicidal Behavior in past 3 months

Social Determinants of Health (SDOH) reported in billing

Personal risk factors, not elsewhere classified	Other specified personal risk factors, not elsewhere classified
Problems related to employment and unemployment	Unemployment, unspecified
Problems related to housing and economic circumstances	Homelessness • Homelessness unspecified

Quality Flags

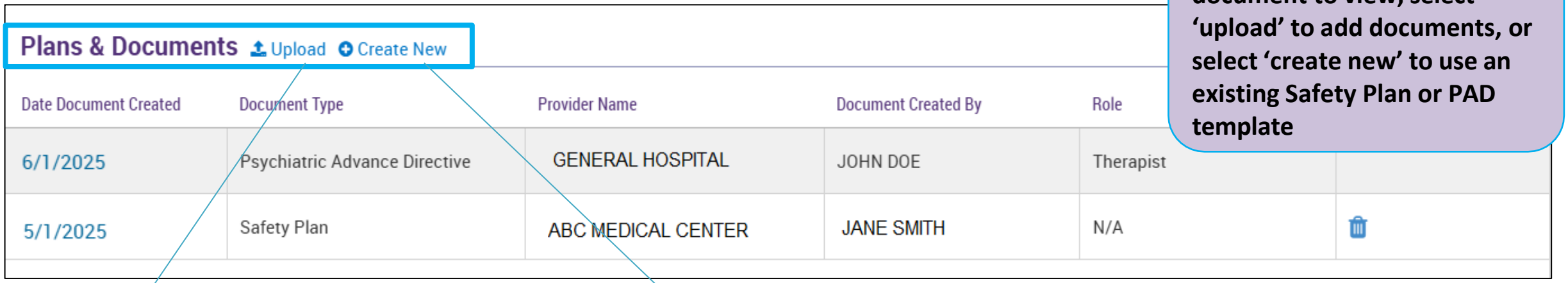
Quality Flags as of monthly QI report 2/1/2025 Definitions

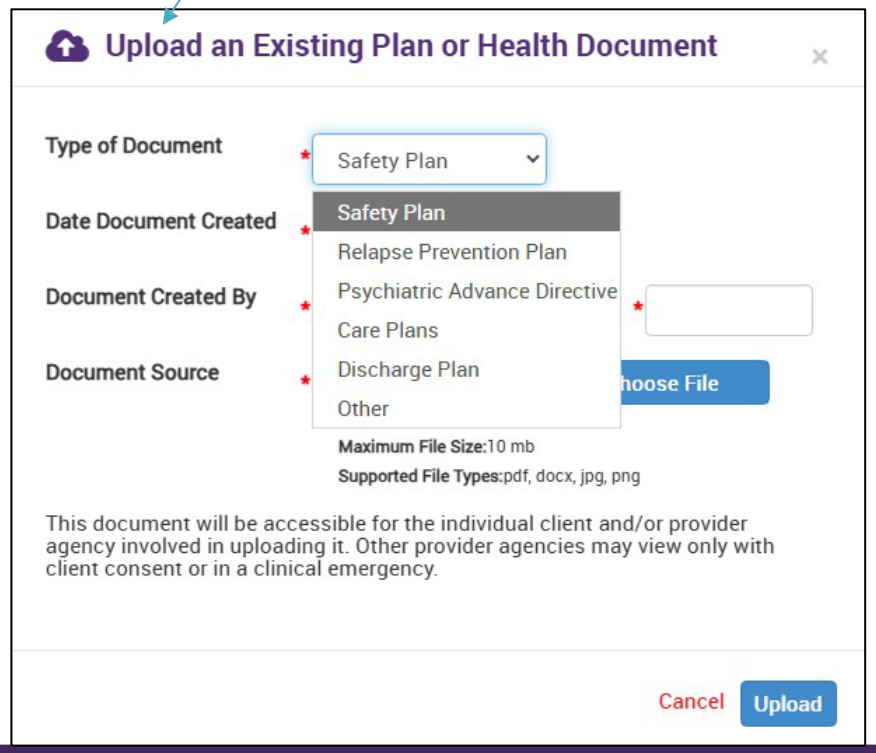
Recent | All (Graph) | All (Table)

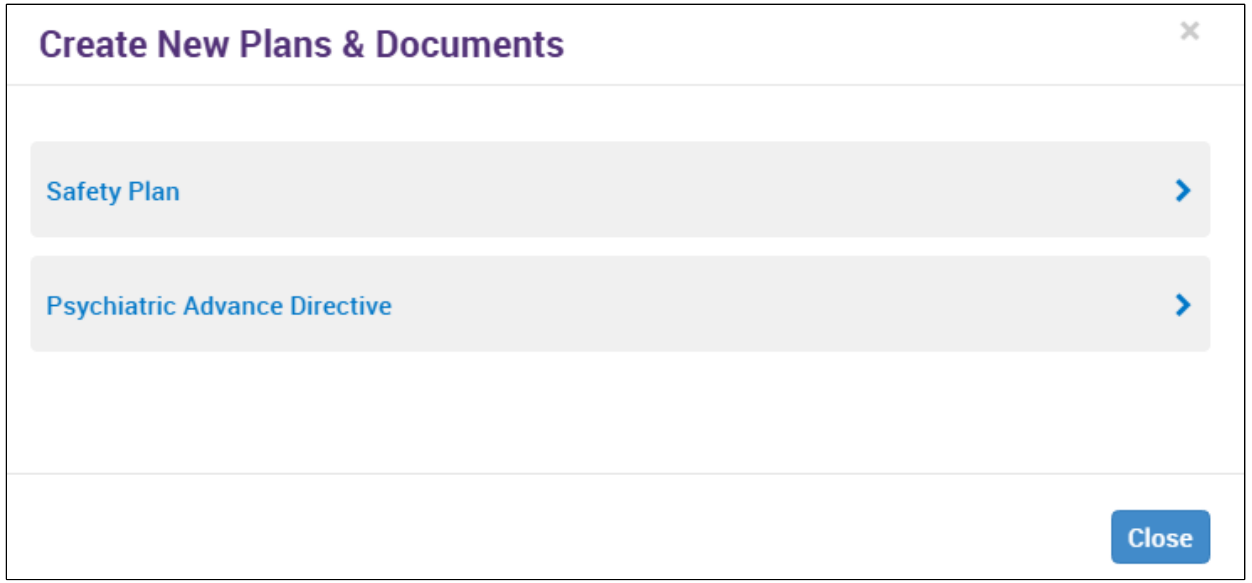
Indicator Set	
Health Home Care Management - Adult	Eligible for Health Home Plus - No Health Home Plus Service Past 12 Months • Eligible for Health Home Plus - No Health Home Plus Service Past 3 Months • Eligible for Health Home Plus - Not Health Home Enrolled
High Mental Health Need	HH+ Eligibility • Intensive Mobile Treatment (IMT) in the past year with MH diagnosis
High Utilization - Inpt/ER	2+ ER - BH • 2+ ER - MH • 2+ Inpatient - BH • 2+ Inpatient - MH • 4+ Inpatient/ER - BH • 4+ Inpatient/ER - MH
Hospital Outcome Measure Set	No Engagement after MH Inpatient discharge from this Hospital • No Follow Up after MH Inpatient discharge from this Hospital - 30 Days • No Follow Up after MH Inpatient discharge from this Hospital - 7 Days
MH Performance Tracking Measure (as of 08/01/2024)	Low Mood Stabilizer Medication Adherence - Bipolar • No Engagement after MH Inpatient • No Follow Up After MH ED Visit - 30 Days • No Follow Up After MH ED Visit - 7 Days • No Intensive Care Management after MH ED Visit • No Intensive Care Management after MH Inpatient
Mental Health Placement Consideration	1 or more ER visits or inpatient stays in the past year with a suicide attempt/ suicide ideation/ self-harm code • 1 or more inpatient MH stays in past 5 years • Four or more emergency MH visits in past 13 months • Ineffectively Engaged - No Outpatient MH services in past year & two or more inpatient MH stays or three or more emergency MH visits • Intensive Mobile Treatment (IMT) in past 5 years
SUD Performance Tracking Measure (as of 08/01/2024)	No Engagement in SUD Treatment • No Initiation of SUD Treatment
Treatment Engagement	Adherence - Mood Stabilizer (Bipolar)
Vital Signs Dashboard - Adult (as of 08/01/2024)	Clozapine Candidate with 4+ Inpatient/ER - MH • Eligible for Health Home Plus - No Health Home Plus Service Past 12 Months • No Follow Up After MH ED Visit - 30 Days • No Follow Up After MH ED Visit - 7 Days • Readmission (30d) from any Hosp: MH to MH

Plans & Documents: View, Upload, or Create

Users can either select a document to view, select 'upload' to add documents, or select 'create new' to use an existing Safety Plan or PAD template







Diagnoses (Behavioral Health, Medical)

Behavioral Health Diagnoses

Primary, secondary, and quality flag-related diagnoses (most frequent first)

Schizoaffective Disorder • Schizophrenia • Tobacco related disorder • Borderline Personality Disorder • Unspecified/Other Bipolar • PTSD • Alcohol related disorders • Cannabis related disorders • Unspecified/Other Psychotic Disorders • Adjustment Disorder • Unspecified/Other Depressive Disorder • Delusional Disorder • Cocaine related disorders • Conduct Disorder • Substance-Induced Psychotic Disorder • Unspecified/Other Anxiety Disorder • Unspecified/Other Personality Disorder • Bipolar I • Intellectual Disabilities • Paranoid Personality Disorder • Major Depressive Disorder • Selective Mutism • Substance-Induced Depressive Disorder • Brief Psychotic Disorder (ICD10 Only) • Other Mental Disorders • Sedative, hypnotic, or anxiolytic related disorders

Medical Diagnoses

Primary, secondary, and quality flag-related diagnoses (most frequent first)

Certain infectious and parasitic diseases	Viral infection of unspecified site
Diseases of the blood and blood-forming organs and certain disorders involving the immune mechanism	Other disorders of white blood cells • Other anemias

Click on a diagnosis to drill-in and view more details such as date of service, service type & subtype, provider, and other diagnoses

Services provided for the selected Diagnosis:
Schizoaffective Disorder

PDF Excel

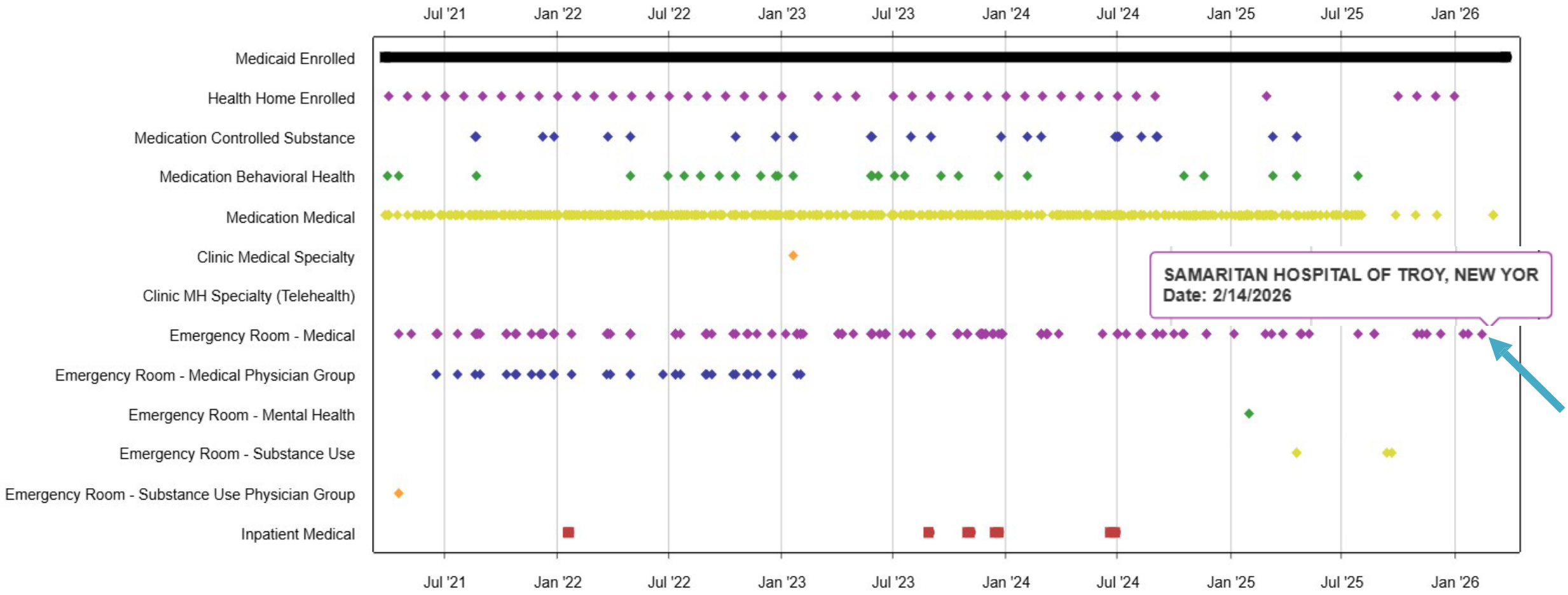
Previous 1 2 3 4 5 6 7 8 9 10 ... 61 Next

Date of Service	Service Type	Service Subtype	Provider Name	Primary, secondary, and quality flag-related diagnoses
1/6/2025	Inpatient-ER	ER - MH	METROPOLITAN HOSPITAL CENTER	Alcohol abuse with intoxication, unspecified, Cannabis use, unspecified, uncomplicated, Homelessness unspecified, Nicotine dependence, cigarettes, uncomplicated, Other long term (current) drug therapy, Schizoaffective disorder, depressive type, Suicidal ideations

Integrated View of Services Over Time

Integrated View of Services Over Time

Table | Graph



Medications (Controlled Substance, BH, Medical)

Medication: Controlled Substance

Details

Table | Graph

Schedule	Drug Class	Drug Name	Last Dose*	Estimated Duration	First Day Picked Up	Last Day Picked Up
	Anxiolytic/Hypnotic	Midazolam Hydrochloride, Injection	PER 1 MG	4 Year(s) 6 Month(s) 3 week(s) 1 Day(s)	3/19/2021	1/23/2025
	Anxiolytic/Hypnotic	Lorazepam, Injection	2 MG			
IV	Anxiolytic/Hypnotic	Clonazepam	1 MG , 6/day			

Toggle to 'Graph' view or click on 'See Details' icon to drill-in and see information on pickup dates, brand & generic name, drug class, strength, quantity dispensed, days supply, pharmacy, etc.

Medication: Behavioral Health

Details

Drug Class	Drug Name	Last Dose*	Estimated Duration	First Day Picked Up	Last Day Picked Up
Antipsychotic	Paliperidone Palmitate (Invega Sustenna)	234 MG/1.5ML	1 Year(s) 9 Month(s) 2 Day(s)	6/26/2023	2/24/2025
Anxiolytic/Hypnotic	Midazolam Hydrochloride, Injection	PER 1 MG	3 Year(s) 6 Month(s) 3 Week(s) 1 Day(s)	3/19/2021	10/10/2024
Anxiolytic/Hypnotic	Lorazepam, Injection	2 MG	4 Year(s) 10 Month(s) 3 Day(s)	11/28/2020	9/30/2024

Medication: Medical

Details

Table | Graph

Drug Class	Drug Name	Last Dose*	Estimated Duration	First Day Picked Up	Last Day Picked Up
Antiparkinson Anticholinergics	Benztropine Mesylate	1 MG , 2/day	4 Year(s) 0 Month(s) 3 Week(s) 2 Day(s)	11/25/2020	11/18/2024
Aminopenicillins	Amoxicillin	500 MG , 3/day	1 Week(s)	1/17/2024	1/17/2024

Outpatient Behavioral Health & Medical Services

Behavioral Health Services

Details | Table | Graph

Service Type	Provider	First Date Billed	Last Date Billed	Number of Visits	Most Recent Primary Diagnosis	Procedures (Last 3 Months)
CCBHC	BEHAVIORAL HLTH SVCS NORTH IN	7/31/2024	12/16/2025	10	Bipolar II disorder	- COMM BH CLINIC SVC PER DIEM, OFFICE O/P EST MOD 30 MIN
Multi-Type Group (Telehealth)	OSIKA AND SCARANO PSYCHOLOGICAL	9/19/2023	10/13/2025	26	Post-traumatic stress disorder, chronic	- Psytx W Pt 45 Minutes - Psytx W Pt 30 Minutes

Medical Outpatient Services

Details | Table | Graph

Service Type	Provider	First Date Billed	Last Date Billed	Number of Visits	Most Recent Primary Diagnosis	Most Recent Procedures (Last 3 Months)
Clinic - Medical Specialty	SAMARITAN HOSPITAL OF TROY, NEW YOR	11/10/2025	11/24/2025	2	Pain in left lower leg	- Prothrombin Time - Hospital Outpt Clinic Visit, Office O/P New Mod 45 Min
Clinic - Medical Specialty	SARATOGA HOSPITAL	8/23/2022	10/5/2025	8	Abdominal pain of multiple sites	- Sarscov2&Inf A&B&Rsv Amp Prb
Clinic - Medical Specialty	HUDSON HEADWATERS HEALTH NETWORK	9/22/2021	9/29/2025	15	Type 2 diabetes mellitus with unspecified complications	- Office O/P Est Mod 30 Min

Crisis Services

Crisis Services

Details

Table | Graph

Service Type	Provider	Admission/Date of Service	Discharge/Date of Service	#Visits/ Length of Stay	Most Recent Primary Diagnosis	Most Recent Procedures (Last 3 Months)
Mobile Crisis - Follow-up	ST JOSEPHS HOSPITAL HEALTH CE	12/15/2025	12/15/2025	1	Encounter for other general examination	- Crisis Interven Svc, 15 Min
Crisis Stabilization Center - Intensive	HELIO HEALTH INC	12/9/2025	12/9/2025	1	Schizoaffective disorder, bipolar type	- Crisis Intervention Mental H
Mobile Crisis - Follow-up	LIBERTY RESOURCES INC	5/16/2025	5/16/2025	1	Illness, unspecified	- Crisis Interven Svc, 15 Min
Mobile Crisis - Response	ST JOSEPHS HOSPITAL HEALTH CE	4/26/2025	4/26/2025	1	Encounter for general psychiatric examination, requested by authority	- Crisis Interven Svc, 15 Min

Hospital/ER Services

Hospital/ER Services

Details

Table | Graph

Service Type	Provider	Admission	Discharge Date/Last Date Billed	Length of Stay	Most Recent Primary Diagnosis	Procedure(s) (Per Visit)
Inpatient - Medical	ALBANY MEDICAL CTR HOSPITAL	1/13/2026	1/27/2026	14	Unspecified injury to L4 level of lumbar spinal cord, initial encounter	- Insert Of Infusion Dev Into L Cephalic V
ER - MH - CPEP	ST JOSEPHS HOSPITAL HEALTH CE	5/14/2025	5/14/2025	1	Unspecified intellectual disabilities	- Drug Test Prsmv Chem Anlyzr, Psych Diagnostic Evaluation
ER - MH - CPEP	ST JOSEPHS HOSPITAL HEALTH CE	5/3/2025	5/3/2025	1	Unspecified psychosis not due to a substance or known physiological condition	- Psych Diagnostic Evaluation, Ther/Proph/Diag Inj Sc/Im
ER - Medical	SAMARITAN HOSPITAL OF TROY, NEW YOR	4/25/2025	4/25/2025	1	Constipation, unspecified Essential (primary) hypertension	- Emergency Dept Visit Low Mdm
ER - MH CPEP EOB	ST JOSEPHS HOSPITAL HEALTH CE	4/23/2025	4/23/2025	1	Unspecified intellectual disabilities	- Hospital Observation Per Hr, Lorazepam Injection, Ther/Proph/Diag Inj Sc/Im
Inpatient - SU - Rehab	MEDICAL ARTS SANITARIUM	4/15/2022	5/13/2022	28	Other psychoactive substance dependence, uncomplicated	- Indiv Counsel For Substance Abuse Treatm

Training & Technical Support

Training Resources

- Hospital Resource Packet – to be sent out to individuals attending hospital training or on request
  - PSYCKES Hospital Access User Table
  - Action Planning Form and other resources used in prior ED PSYCKES implementation
  - Granting PSYCKES Access Instructions one-pager
  - Revoking PSYCKES Access Instructions one-pager
  - PSYCKES Consent Script
  - PSYCKES Summary Checklist/Workflow
  - Activating token and logging into PSYCKES
  - Uploading Psychiatric Advance Directive in PSYCKES

- Training Resources for PSYCKES Users – available online (PSYCKES public webpages)
  - Short How-To Videos (Login to PSYCKES, lookup client and enter consent, review client's Clinical Summary, etc.)
  - User Guides (Enabling access to client-level data, Clinical Summary, PSYCKES iOS Mobile App, etc)
  - PSYCKES Training Slides/Recordings (Using PSYCKES for Hospitals, Integrating PSYCKES Consent into Workflow, Using PSYCKES Clinical Summaries, etc.)
  - "What's New" section on the PSYCKES website (public webpages) - New features and live trainings opportunities are posted here, and emailed to all active users/security managers

Technical Support

- For more PSYCKES resources, please go to our website at: www.psyckes.org
- If you have any questions regarding the PSYCKES application or need further assistance, please reach out to our helpdesk:
  - 9:00AM – 5:00PM, Monday – Friday
  - PSYCKES-help@omh.ny.gov
- If you're having issues with your token or logging in, contact the OMH helpdesk:
  - Call 518-474-5554, option 2; or email healthhelp@its.ny.gov
- Contact your OHCCT Hospital Program Specialist or HospitalCare@omh.ny.gov who may be able to do an on-site demonstration

Appendix

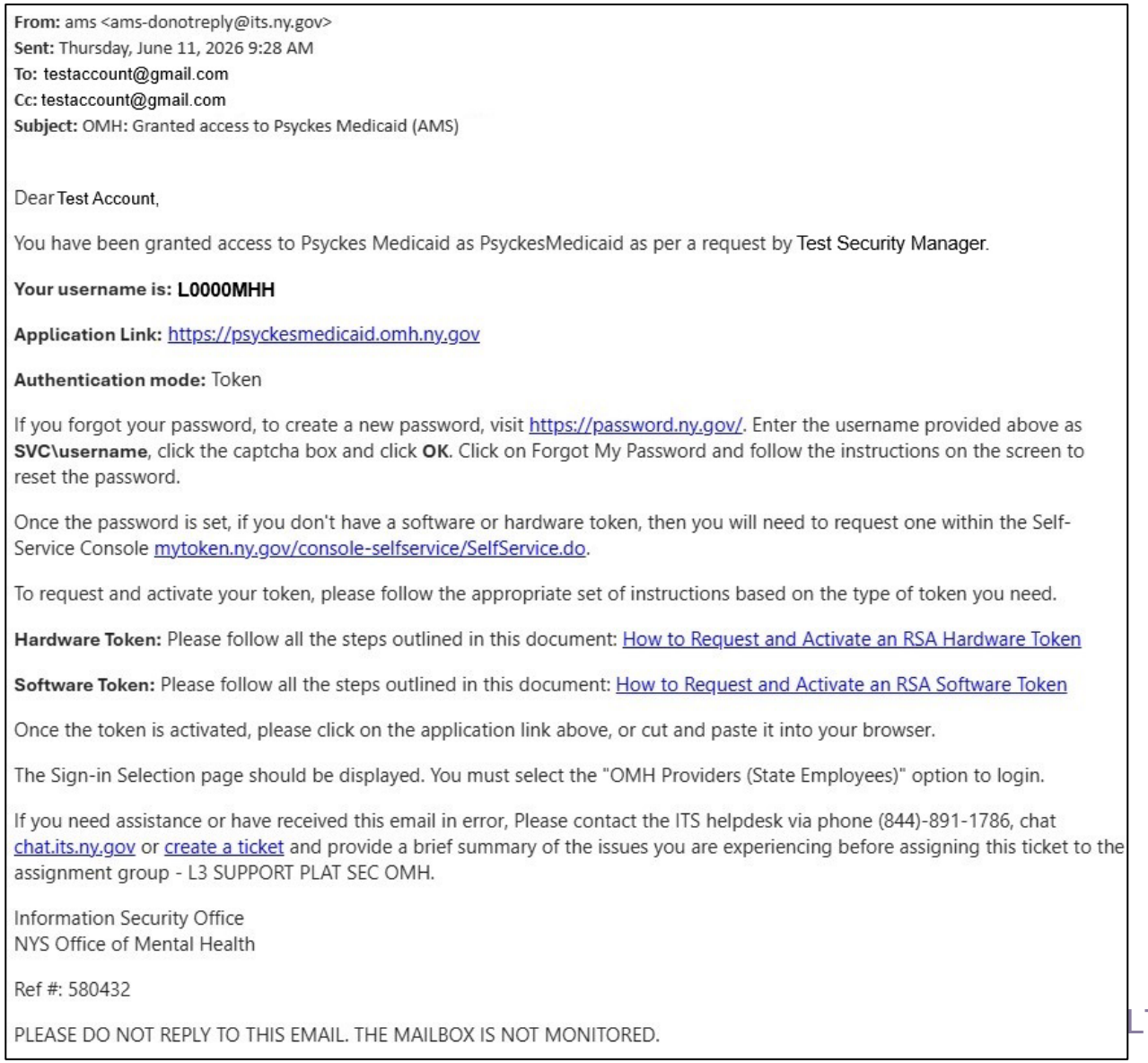
Obtain a Token

How to Get Access to PSYCKES

- PSYCKES access for individual staff is managed by your hospital's Security Manager(s)
  - Ask your supervisor or administrator who your hospital's security manager(s) – OR –
  - Contact PSYCKES-Help (PSYCKES-Help@omh.ny.gov) to find out your agency's Security Manager
- Security Manager uses Authorization Management System (AMS) to create user accounts and grant/revoke PSYCKES access
- Granted PSYCKES Access email will be sent to new users and will contain a User ID, a link to the PSYCKES application, and instructions on how to create a NY.gov ID password which will be used to login to the Self-Service Console to request a token
  - How to Request and Activate an RSA Hardware Token User Guide
  - How to Request and Activate an RSA Software Token User Guide

Token Confirmation Email – Mobile Token

- After your Security Manager has provided you access to PSYCKES, you'll receive an email from ams-donotreply@its.ny.gov with the following content:
  - Your User ID
  - Link to the PSYCKES-Medicaid application
  - Instructions on how to create a password within the NY.gov ID website. This password along with your User ID will be your credentials when logging in to the Self-Service Console (MyToken.ny.gov) to request a token.



From: ams <ams-donotreply@its.ny.gov>
Sent: Thursday, June 11, 2026 9:28 AM
To: testaccount@gmail.com
Cc: testaccount@gmail.com
Subject: OMH: Granted access to Psyckes Medicaid (AMS)

Dear Test Account,

You have been granted access to Psyckes Medicaid as PsyckesMedicaid as per a request by Test Security Manager.

Your username is: L0000MHH

Application Link: https://psyckesmedicaid.omh.ny.gov

Authentication mode: Token

If you forgot your password, to create a new password, visit https://password.ny.gov/. Enter the username provided above as **SVC\username**, click the captcha box and click **OK**. Click on Forgot My Password and follow the instructions on the screen to reset the password.

Once the password is set, if you don't have a software or hardware token, then you will need to request one within the Self-Service Console mytoken.ny.gov/console-selfservice/SelfService.do.

To request and activate your token, please follow the appropriate set of instructions based on the type of token you need.

Hardware Token: Please follow all the steps outlined in this document: How to Request and Activate an RSA Hardware Token

Software Token: Please follow all the steps outlined in this document: How to Request and Activate an RSA Software Token

Once the token is activated, please click on the application link above, or cut and paste it into your browser.

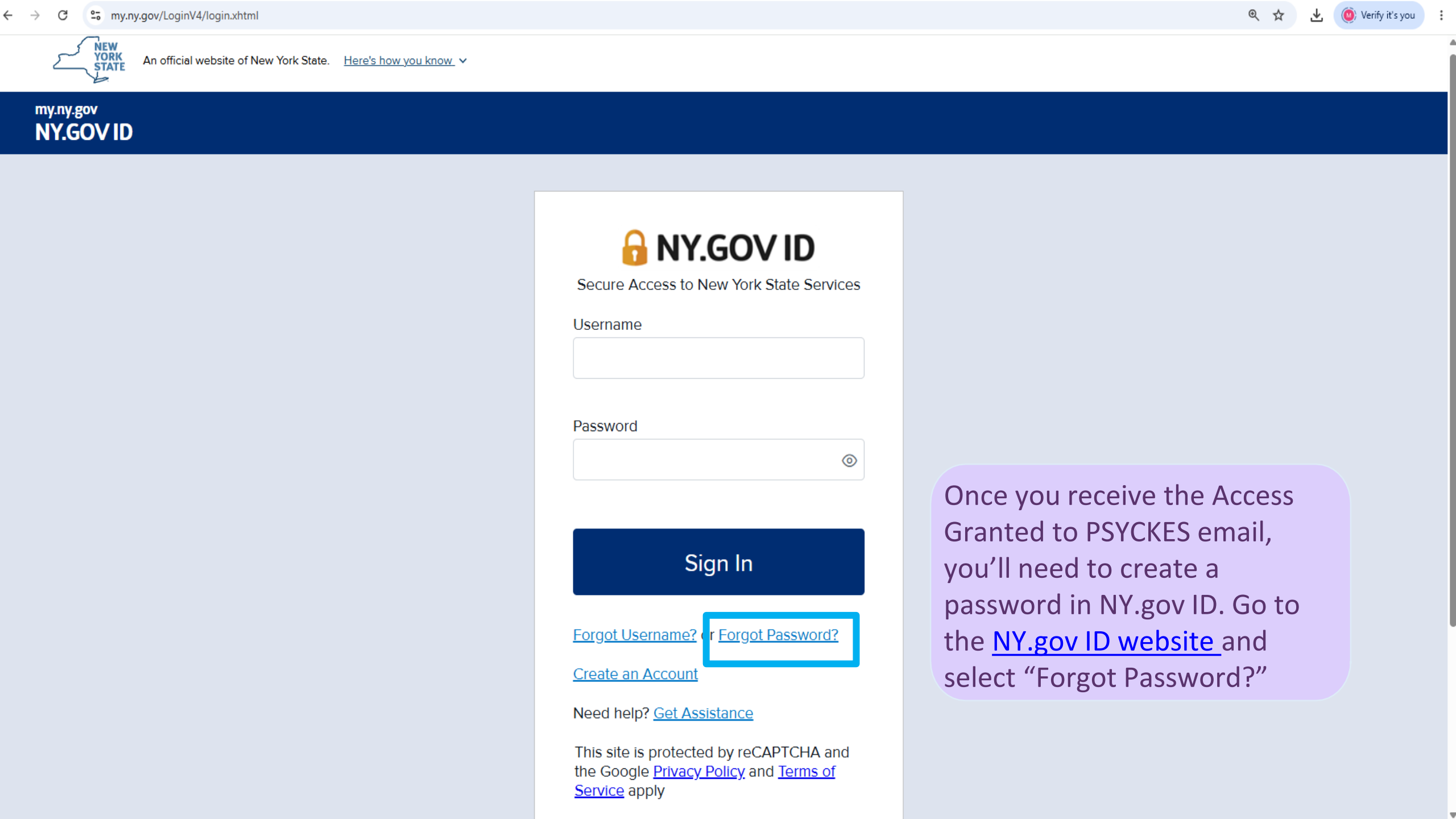
The Sign-in Selection page should be displayed. You must select the "OMH Providers (State Employees)" option to login.

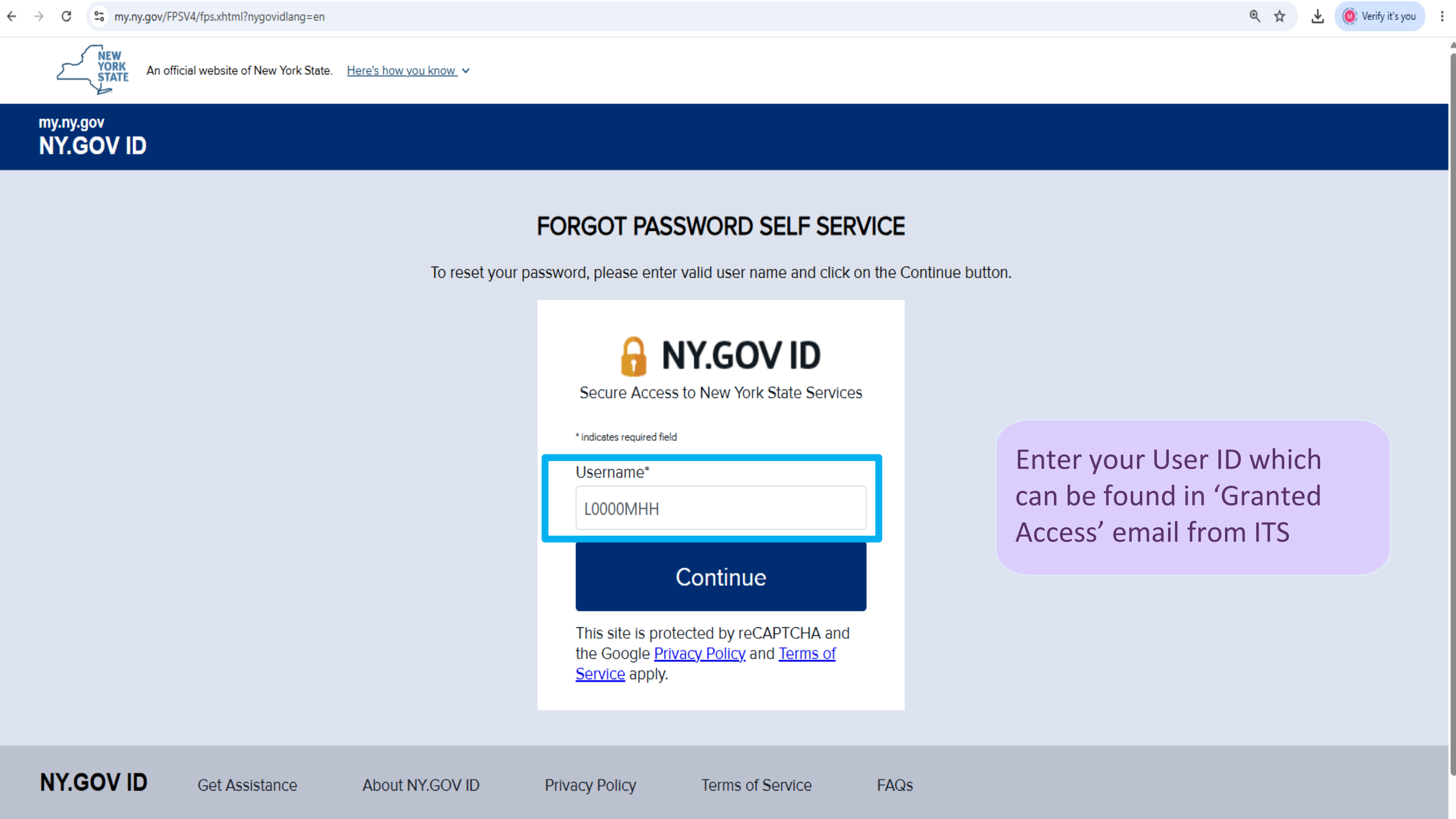
If you need assistance or have received this email in error, Please contact the ITS helpdesk via phone (844)-891-1786, chat chat.its.ny.gov or create a ticket and provide a brief summary of the issues you are experiencing before assigning this ticket to the assignment group - L3 SUPPORT PLAT SEC OMH.

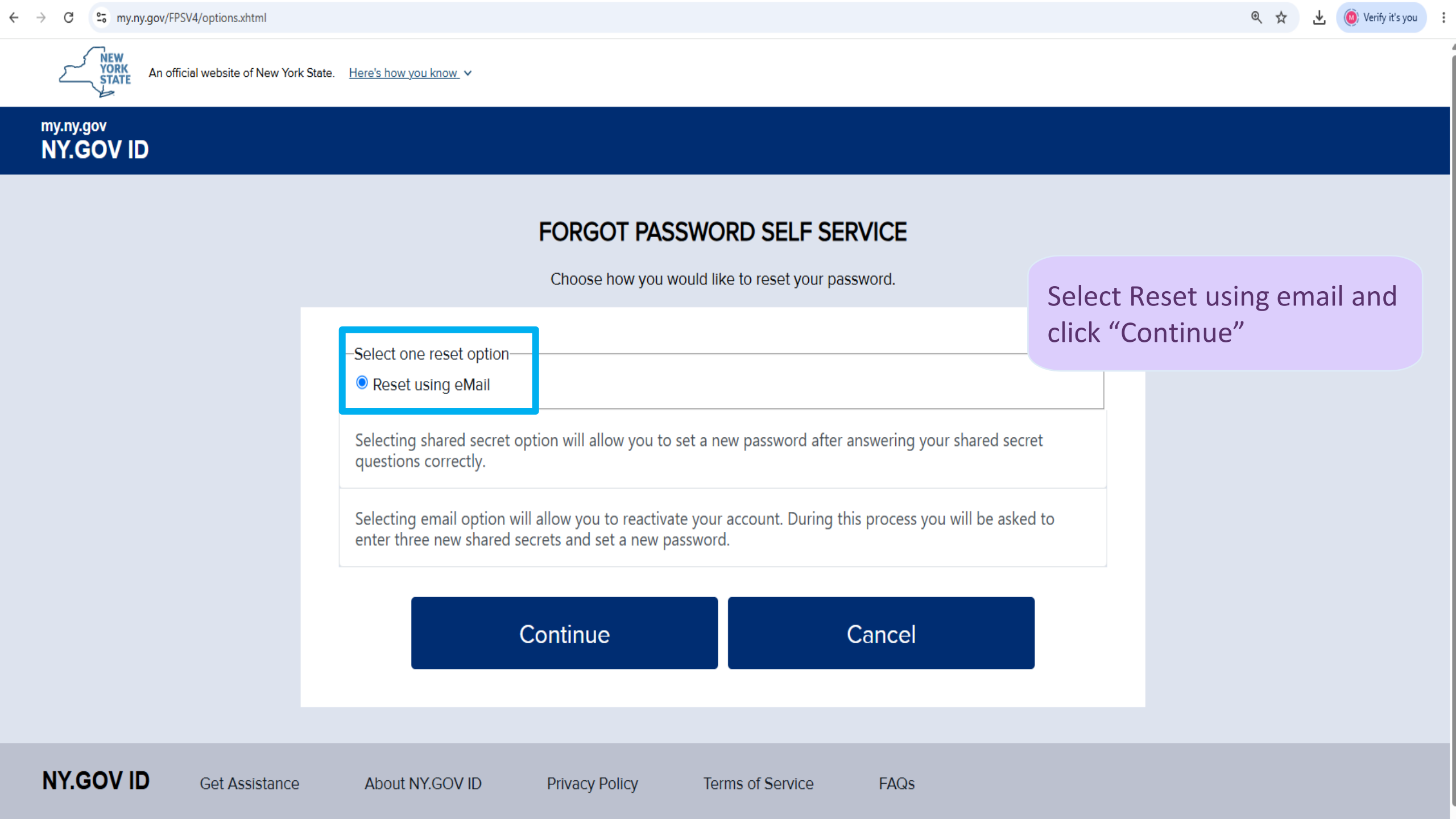
Information Security Office
NYS Office of Mental Health

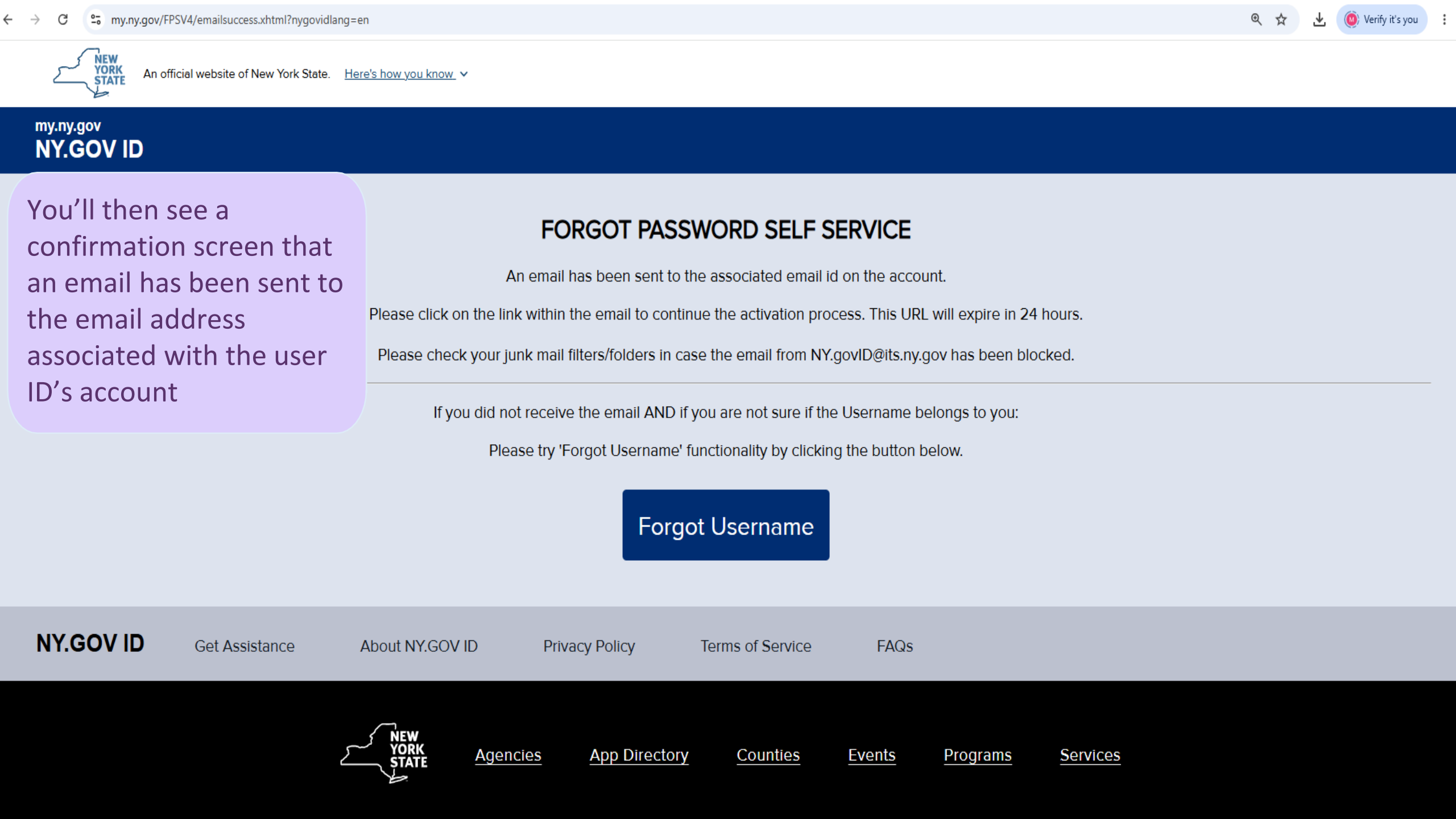
Ref #: 580432

PLEASE DO NOT REPLY TO THIS EMAIL. THE MAILBOX IS NOT MONITORED.


my.ny.gov/LoginV4/login.xhtml
Verify it's you
NEW YORK STATE
An official website of New York State.
Here's how you know
my.ny.gov
NY.GOV ID
NY.GOV ID
Secure Access to New York State Services
Username
Password
Sign In
Forgot Username?
Forgot Password?
Create an Account
Need help? Get Assistance
This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply
Once you receive the Access Granted to PSYCKES email, you'll need to create a password in NY.gov ID. Go to the NY.gov ID website and select "Forgot Password?"


my.ny.gov/FPSV4/fps.xhtml?nygovidlang=en
Verify it's you
NEW YORK STATE
An official website of New York State.
Here's how you know
my.ny.gov
NY.GOV ID
FORGOT PASSWORD SELF SERVICE
To reset your password, please enter valid user name and click on the Continue button.
NY.GOV ID
Secure Access to New York State Services
* indicates required field
Username*
L0000MHH
Continue
This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.
Enter your User ID which can be found in 'Granted Access' email from ITS
NY.GOV ID
Get Assistance
About NY.GOV ID
Privacy Policy
Terms of Service
FAQs


my.ny.gov/FPSV4/options.xhtml
Verify it's you
NEW YORK STATE
An official website of New York State.
Here's how you know
my.ny.gov
NY.GOV ID
FORGOT PASSWORD SELF SERVICE
Choose how you would like to reset your password.
Select one reset option
Reset using eMail
Selecting shared secret option will allow you to set a new password after answering your shared secret questions correctly.
Selecting email option will allow you to reactivate your account. During this process you will be asked to enter three new shared secrets and set a new password.
Continue
Cancel
Select Reset using email and click “Continue”
NY.GOV ID
Get Assistance
About NY.GOV ID
Privacy Policy
Terms of Service
FAQs



You'll then see a confirmation screen that an email has been sent to the email address associated with the user ID's account

Information you requested from New York State

IN

NY.govID@its.ny.gov
To testemail@email.com

Reply | Reply All | Forward

Tue 6/9/2026 3:27 PM

NEW YORK STATE OF OPPORTUNITY. | NY.gov ID

This email was sent in response to your "Forgot Password" request.

Locate the NY.gov ID email and select 'Click Here' or use the URL link

Dear Test Account ,

This email was sent in response to your "Forgot Password" request. If you DID NOT make the request, you may disregard this email.

By selecting forgotten password you have begun the account reactivation process. For security reasons you will be asked to complete two steps. First, establish three new shared secrets and second, create a new password. Once you have completed these steps your account will be reactivated.

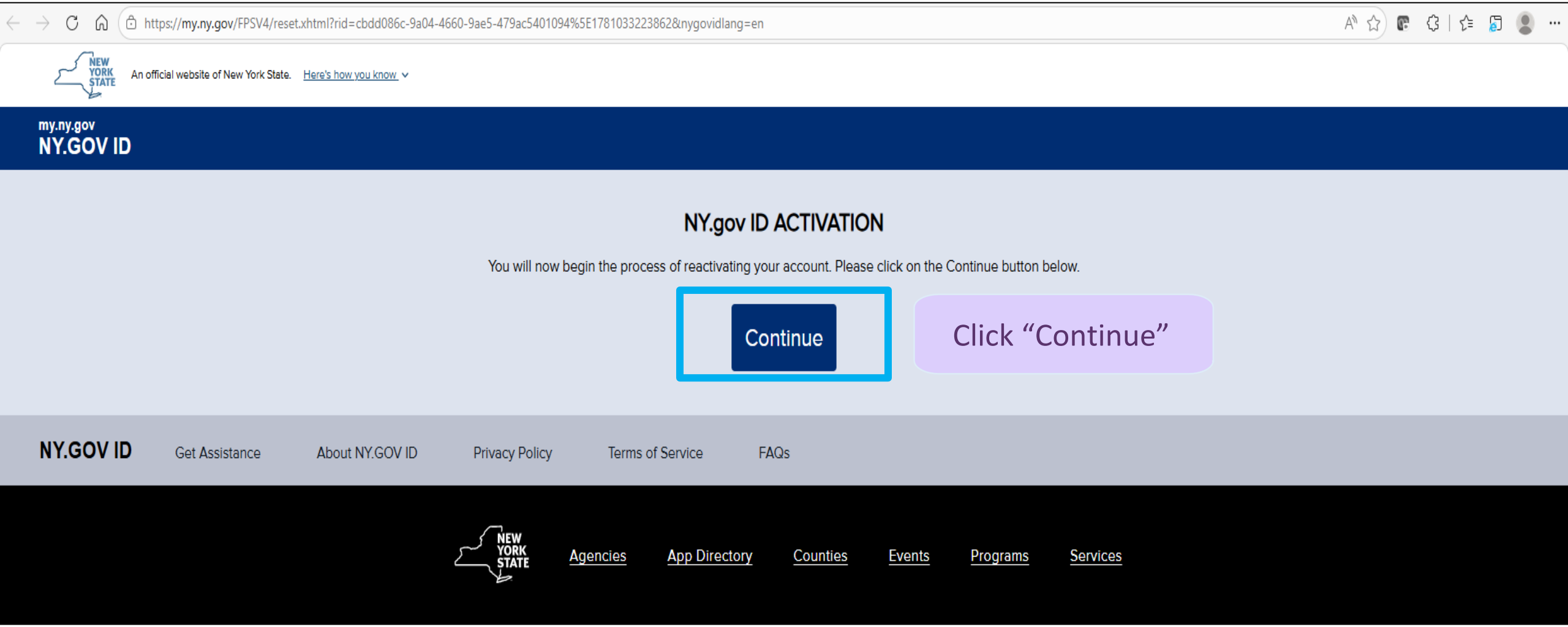
Please click here to reactivate your account. Please do not close out of the browser while completing the account activation.

If the above link does not work please copy and paste the below URL into your browser.

https://testlink.com

NOTE: The above link is valid for only 24 hours.

Thank you
New York State


https://my.ny.gov/FPSV4/reset.xhtml?rid=cbdd086c-9a04-4660-9ae5-479ac5401094%5E1781033223862&nygovidlang=en
An official website of New York State.
Here's how you know
my.ny.gov
NY.GOV ID
NY.gov ID ACTIVATION
You will now begin the process of reactivating your account. Please click on the Continue button below.
Continue
Click “Continue”
NY.GOV ID
Get Assistance
About NY.GOV ID
Privacy Policy
Terms of Service
FAQs
Agencies
App Directory
Counties
Events
Programs
Services

Secret Questions

* indicates required field

*Question 1

What is your favorite TV show?

*Answer

••••

*Confirm Answer

••••

*Question 2

What was the name of my first pet?

*Answer

•••••

*Confirm Answer

•••••

*Question 3

What was my first grade teacher's last name?

*Answer

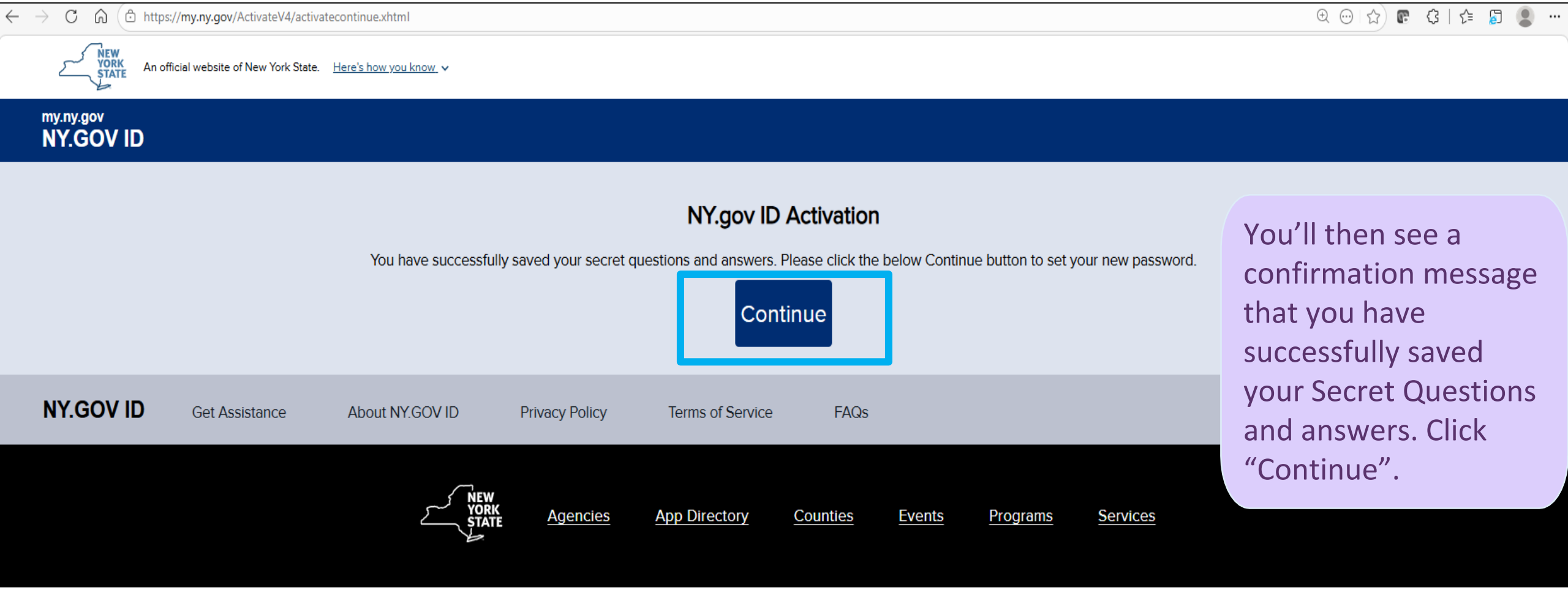
•••••

*Confirm Answer

•••••

Continue

Select 3 Secret Questions and enter in your answers. Once completed, click “Continue”.



You'll then see a confirmation message that you have successfully saved your Secret Questions and answers. Click "Continue".

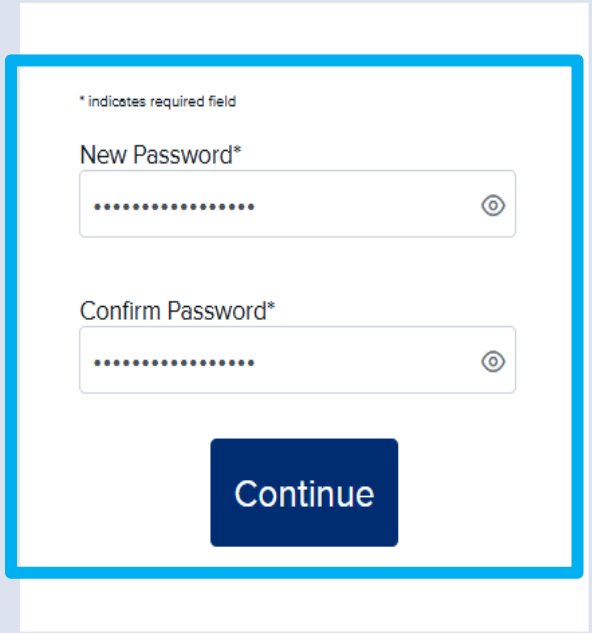
https://my.ny.gov/FPSV4/redhatsetpwd.xhtml?rid=cbdd086c-9a04-4660-9ae5-479ac5401094%5E1781033223862&flow=fpsemailreset&nygovidlang=en

An official website of New York State. Here's how you know

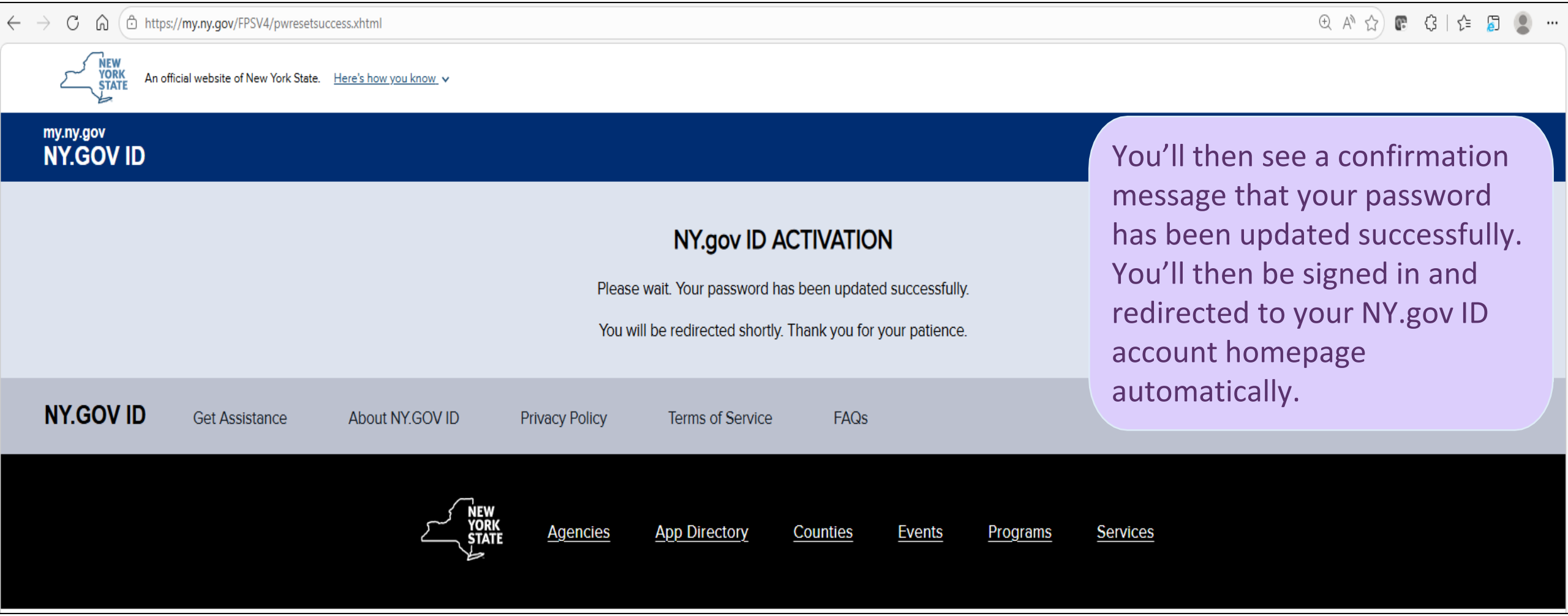
my.ny.gov
NY.GOV ID

NY.gov ID ACTIVATION

Password must contain at least three out of the four categories (1 digit, 1 uppercase, 1 lowercase, 1 special) and have a minimum length of 14 characters.



You'll then be prompted to create a password. Your password must be a minimum of 14 characters, contain 1 digit, 1 uppercase letter, 1 lowercase letter, and 1 special character.



You'll then see a confirmation message that your password has been updated successfully. You'll then be signed in and redirected to your NY.gov ID account homepage automatically.

Self-Service Console - Home

https://mytoken.ny.gov/console-selfservice/SelfService.do

NEW YORK STATE OF OPPORTUNITY | Office of Information Technology Services

Self-Service Console

Next, go to the Self-Service Console and enter your User ID provided in the Granted Access email into the "User ID" box

Home

Help

Helpful Hints:

To login to the Self-Service Console, please use your associated NYS email address and Pas

If you forgot your token pin, please login to mytoken.ny.gov, select Troubleshoot, and then select "Forg

For instructions on how to request a token, visit https://its.ny.gov/rsa-token.

Additional information on working remotely is available at: https://its.ny.gov/worki

ITS recommends the use of Software Tokens vs. Hardware Tokens

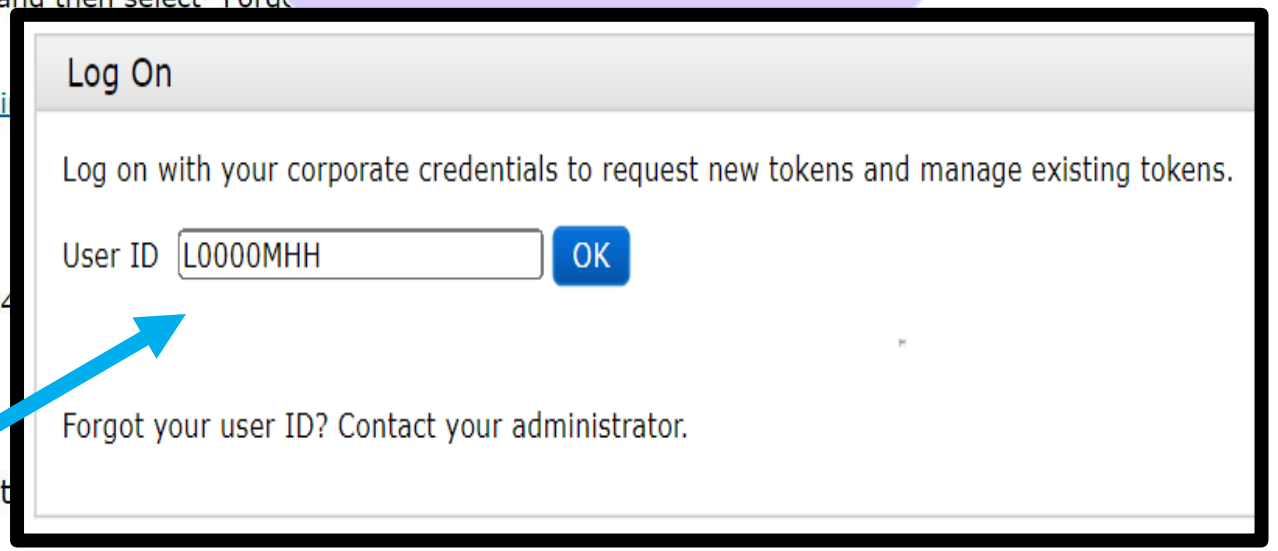
Advantages to RSA software tokens:

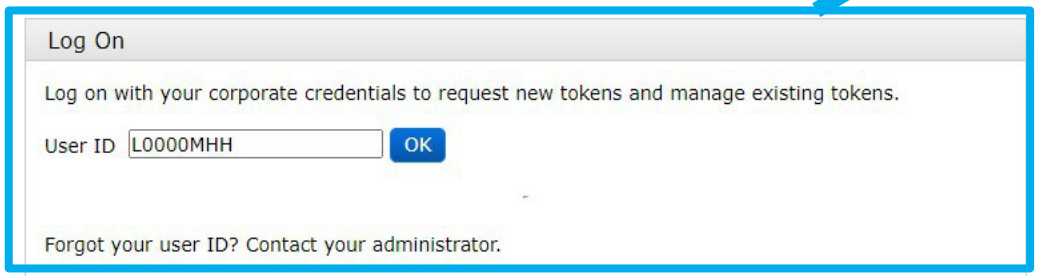
- Quick, electronic delivery.
  - Software tokens are rountinely approved and ready to be used within 24
- Requesters can monitor the status of their token approval.
- Requesters can activate their token by logging into mytoken.ny.gov.

As Per ITS Policy, only one token permitted per user account.

Having Issues with your RSA Token? - Please contact the NYS Helpdesk at

Or email Fixit@its.ny.gov.



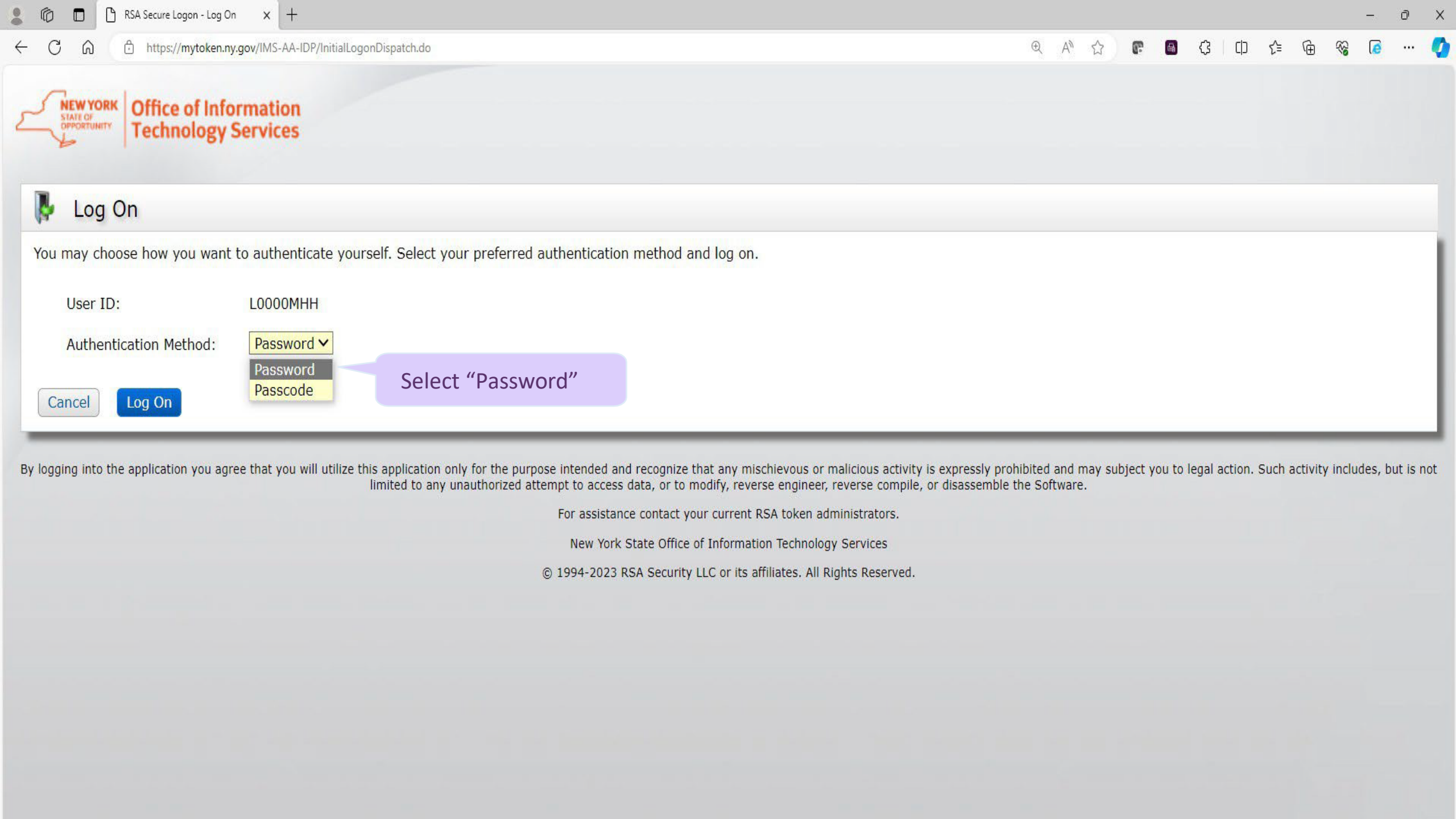


Support

Troubleshoot SecurID token

Do you need to enable a new token?

Enable your token


RSA Secure Logon - Log On
https://mytoken.ny.gov/IMS-AA-IDP/InitialLogonDispatch.do
NEW YORK STATE OF OPPORTUNITY
Office of Information Technology Services
Log On
You may choose how you want to authenticate yourself. Select your preferred authentication method and log on.
User ID:
L0000MHH
Authentication Method:
Password
Password
Passcode
Select “Password”
Cancel
Log On
By logging into the application you agree that you will utilize this application only for the purpose intended and recognize that any mischievous or malicious activity is expressly prohibited and may subject you to legal action. Such activity includes, but is not limited to any unauthorized attempt to access data, or to modify, reverse engineer, reverse compile, or disassemble the Software.
For assistance contact your current RSA token administrators.
New York State Office of Information Technology Services
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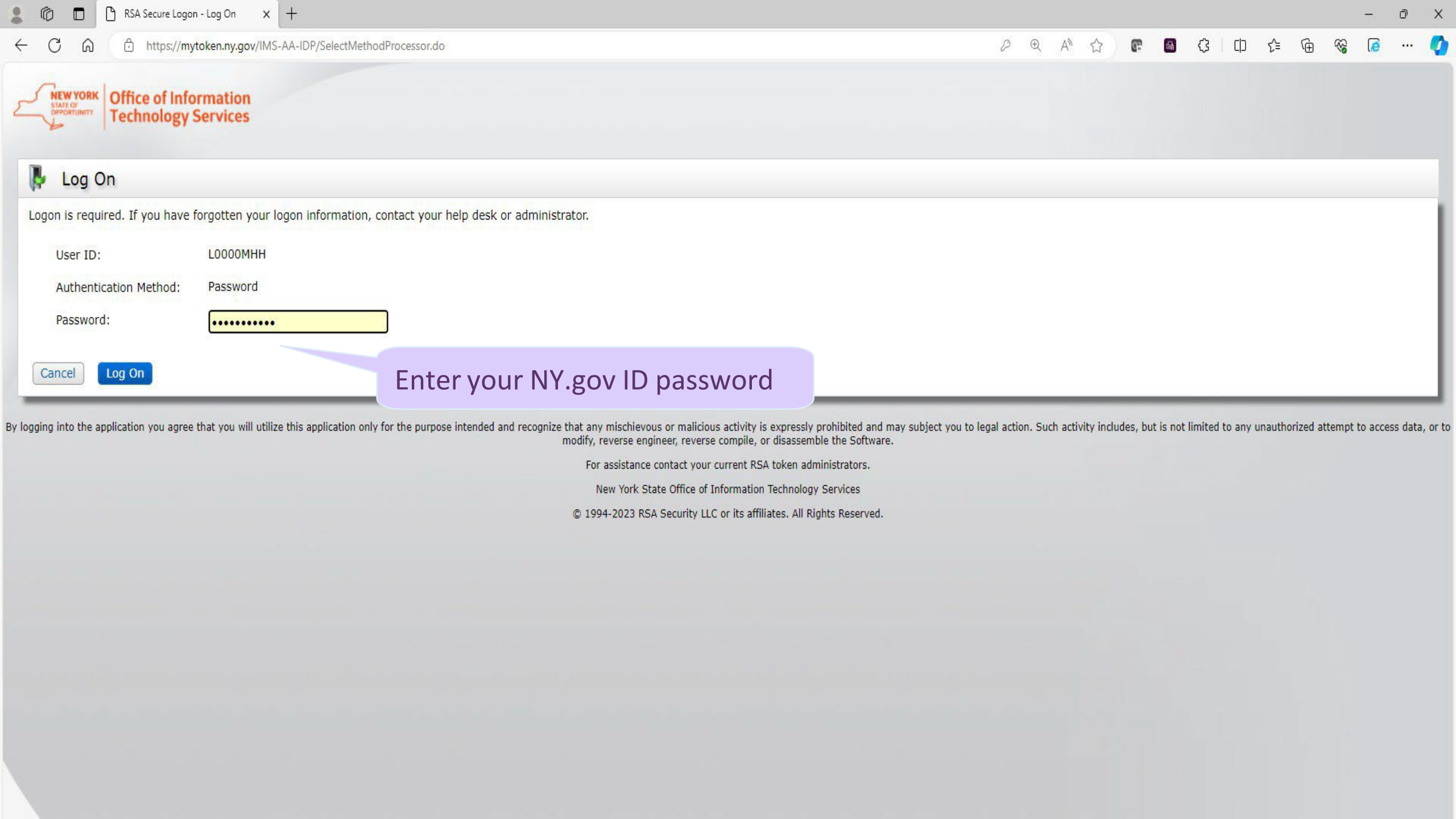
RSA Secure Logon - Log On
https://mytoken.ny.gov/IMS-AA-IDP/SelectMethodProcessor.do
NEW YORK STATE OF OPPORTUNITY
Office of Information Technology Services
Log On
Logon is required. If you have forgotten your logon information, contact your help desk or administrator.
User ID:
L0000MHH
Authentication Method:
Password
Password:
Cancel
Log On
Enter your NY.gov ID password
By logging into the application you agree that you will utilize this application only for the purpose intended and recognize that any mischievous or malicious activity is expressly prohibited and may subject you to legal action. Such activity includes, but is not limited to any unauthorized attempt to access data, or to modify, reverse engineer, reverse compile, or disassemble the Software.
For assistance contact your current RSA token administrators.
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Self-Service Console - My Accou

mytoken.ny.gov/console-selfservice/ExistingUser/Links.do

Logged on as: **L0000MHH** | Log Off

NEW YORK STATE OF OPPORTUNITY | Office of Information Technology Services

Self-Service Console

My Account

Help

This page allows you to view your user profile and manage your authenticators. Certain edits to your account require administrator approval.
You can also use this page to request authenticators and user group membership, and view your request history.

My Authenticators

Tokens - request a new token|view SecurID token demo

You do not currently have any tokens.

To request a software token, select "request a new token"

On-Demand Authentication

Security Questions - set up

Not configured
Please set up your security questions and answers

My Profile

Personal Information

First Name:	John
Middle Name:	
Last Name:	Smith
User ID:	L0000MHH
E-mail:	John.Smith@abcagency.com
Certificate DN:	
Account Creation Date:	Mar 28, 2018 9:03:28 PM GMT
Mobile Number:	
AD_City:	
AD_Address:	
AD_Phone:	
AD_State:	
AD_Zip:	

Self-Service Console - Request a

https://mytoken.ny.gov/console-selfservice/ExistingUser/RequestToken.do?action=nvDisplay&ptoken=61TKU50S4US6BK97

Logged on as: **L0000MHH** Log Off

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Self-Service Console

Request a Token

Help

Request a Token

SecurID tokens are required for logging on to protected resources.

Request a Token: Choose One

Choose One
Hardware
Software

Cancel Submit

Select “Software”

By logging into the application you agree that you will utilize this
lim cognize that any mischievous or malicious activity is expressly prohibited and may subject you to legal action. Such activity includes, but is not
, or to modify, reverse engineer, reverse compile, or disassemble the Software.
ontact your current RSA token administrators.

New York State Office of Information Technology Services

Self-Service Console - Request a

https://mytoken.ny.gov/console-selfservice/ExistingUser/RequestToken.do

Request a Token

Help

Request a Token

SecurID tokens are required for logging on to protected resources.

Request a Token: Software

Select a Token

- Enterprise Android - CTKIP
  RSA SecurID(R) Software Token 2.x for Android(TM)

- (selected) Enterprise iOS - CTKIP
  RSA SecurID(R) Software Token 2.x for iOS

- Enterprise Windows Phone - CTKIP
  RSA SecurID(R) Software Token 1.x for Windows Phone(TM)

- Enterprise - BlackBerry
  RSA SecurID(R) Software Token 3.5 for BlackBerry(R) Smartphones

- Enterprise - BlackBerry 10
  RSA SecurID(R) Software Token 1.x for BlackBerry 10(TM)

Next you will select what type of mobile device your token will be going onto (i.e., iOS, Android, etc.)

Self-Service Console - Request a

https://mytoken.ny.gov/console-selfservice/ExistingUser/RequestToken.do

○ Enterprise Windows Phone - CTKIP
RSA SecurID(R) Software Token 1.x for Windows Phone(TM)

○ Enterprise - BlackBerry
RSA SecurID(R) Software Token 3.5 for BlackBerry(R) Smartphones

○ Enterprise - BlackBerry 10
RSA SecurID(R) Software Token 1.x for BlackBerry 10(TM)

Create Your PIN

You must create a PIN for the new token. A PIN is combined with a tokencode to create a passcode used for authentication.

Create PIN: * •••••••• Your PIN must be between 8 and 8 characters long. You cannot re-use any of your last 5 PINs.

Confirm PIN: * ••••••••

Reason for Token Request

Reason for Token Request:

Please explain why you are requesting this token. For example, to access a Virtual Private Network (VPN), or to replace a lost token.

Cancel Submit

Create a PIN which, when entered in token, produces passcode for login
- Cannot begin with zero
- Cannot have sequential or consecutive numbers
- Cannot repeat any previous PINs

Identity Verification

- Users should receive a confirmation email from ITS acknowledging their token request was submitted within 1-2 hours
  - If users **receive** a confirmation email, they **do not need to call the OMH Helpdesk**
    - **NOTE:** Red text stating the user must contact the Service Desk is only relevant to other state agencies utilizing token requests.
  - If users **do not receive** a confirmation email, they **need to call the OMH Helpdesk**. If a Helpdesk call is required, identity verification is required. The OMH Helpdesk contact information is shown below:
    - Phone number for verification: (518) 474-5554, option #2
    - If identity is not confirmed within 2 business days of request, token request will be rejected

- Users will receive email notification of approval once token is ready for activation within Self-Service Console *(example on next slide)*

From: Enterprise.RSA.Prod@its.ny.gov <Enterprise.RSA.Prod@its.ny.gov>
Sent: Wednesday, June 11, 2025 9:58 AM
To: Doe, Jane <jane.doe@gmail.com>
Cc: its.dl.eus.RSAToken.Notifications <its.dl.eus.RSAToken.Notifications@its.ny.gov>
Subject: New or additional Software Token request is submitted.

Please note: All token requests require a phone call to the Service Desk to verify your identity: 844-891-1786. You have two business days to perform the validation or your request will be rejected.

Please do not reply to this email. This email is an auto-generated message, replies are not monitored. Please contact the Enterprise Service Desk by phone at 844-891-1786 for any questions or concerns.

Your New or additional Software Token request is submitted.
Request Details:
Requested by: Jane Doe [L0000KAM]
Confirmation #: XXXXXXXX
Submit Date: 6/11/25 9:58:14 AM EDT

If you did not initiate this request, please contact your administrator with the information in this e-mail.

New or additional Software Token request is approved

Enterprise.RSA.Prod@its.ny.gov
To John.Smith@abcagency.com
Cc its.dl.eus.RSAToken.Notifications

Reply Reply All Forward

Wed 1/10/2024 10:33 AM

Please do not reply to this email. This email is an auto-generated message, replies are not monitored. Please contact the Enterprise Service Desk by email at Fixit@its.ny.gov, or chat online with a Service Desk Representative at https://chat.its.ny.gov for any questions or concerns.

John, your software token request has been **APPROVED**. Follow the steps below to activate your token.

Instructions

1. **Install the RSA SecurID Software Token app**, version 4.1 or higher, on your mobile device. If you do not have the app, you can download it from the app store for your device.
Note: The Scan QR Code option is not supported on iOS 6.
2. Log on to the Self-Service Console from a device other than the one on which the RSA SecurID Token app is installed.
Self-Service Console Link: https://mytoken.ny.gov/console-selfservice
3. In the **My Authenticators** section of the My Account page, click **Activate your token**.
4. Follow instructions in the **Activate Your Token** window to activate your RSA SecurID software token.

Note: How to guides can be found at https://its.ny.gov/rsa-token

Note: The "Activate your token" link expires on (1/24/24 10:32:38 AM EST)

Additional Information
Serial Number:
XXXXXXXXXX

Request Details
This request was initiated by: John Smith [L0000MHH]
Confirmation #: XXXXXX
Approval Date: 1/10/24 10:32:37 AM EST
Token Type: iOS 2.x
Administrator Comments:

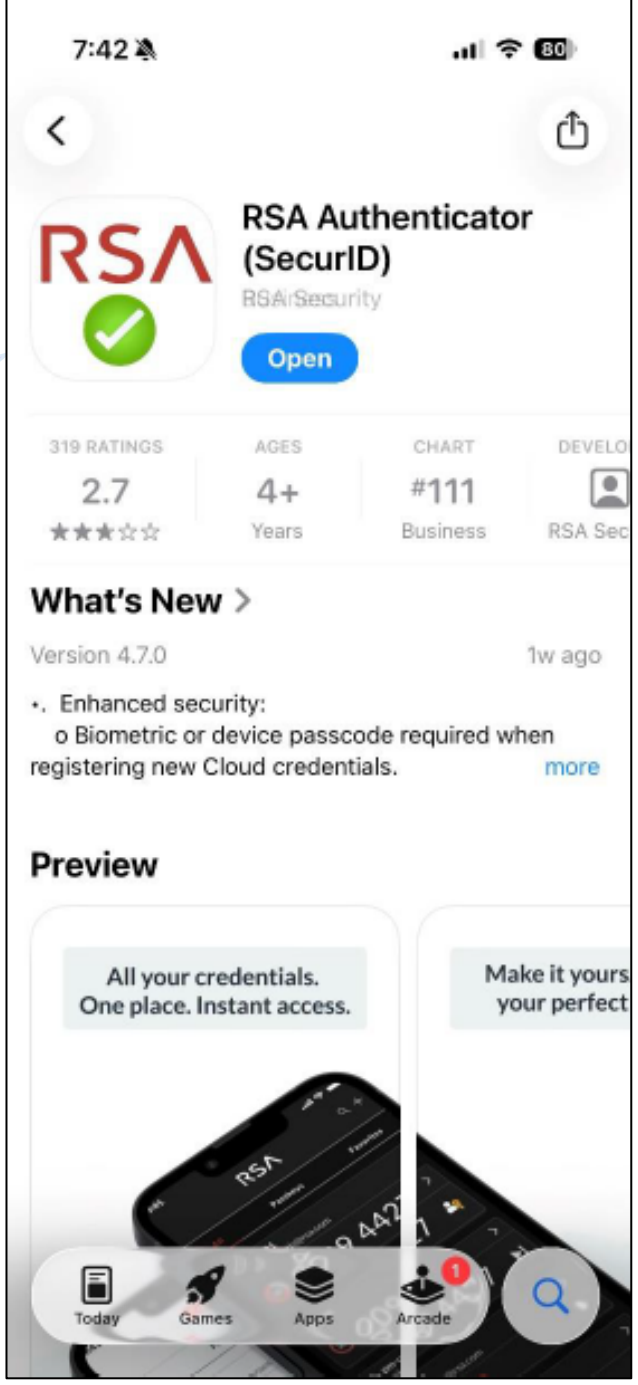
Please delete this email after successfully importing your token.

If you did not initiate this request, please contact your administrator with the information in this e-mail.

If your soft token request is approved, you'll then receive an approval email from ITS

Soft Tokens: Install the RSA SecurID App

- Navigate to the app store on your mobile device
- Search for “RSA Authenticator (SecurID)”
- Install the “RSA Authenticator (SecurID) Software Token” app (icon with a cloud and green checkmark)



Self-Service Console - My Accou

https://mytoken.ny.gov/console-selfservice/ExistingUser/RequestHistory.do

Logged on as: **L0000MHH** | Log Off

NEW YORK STATE OF OPPORTUNITY. Office of Information Technology Services

Self-Service Console

My Account

Help

This page allows you to view your user profile and manage your authenticators. Certain edits to your account require administrator approval.
You can also use this page to request authenticators and user group membership, and view your request history.

Notes

You have not answered security questions that are used for emergency authentication. To answer them, click **set up** in the My Authenticators section.

Your Enterprise iOS - CTKIP token needs to be activated before you can use it. Click on the "Activate Your Token" link below and follow the steps to setup your token.

My Authenticators

Tokens - request a new token|view SecurID token demo

Select “Activate Your Token”

Enterprise iOS - CTKIP

Activate Your Token
View details, test, troubleshoot

Token Serial Number: 012345678901

PIN: created on Jan 10, 2024 3:32:38 PM GMT Change PIN

Expires On: Nov 30, 2028 12:00:00 AM GMT request replacement

On-Demand Authentication

Security Questions - set up

Not configured
Please set up your security questions and answers

My Profile

Personal Information - update|change password

First Name:	John
Middle Name:	
Last Name:	Smith
User ID:	L0000MHH
E-mail:	John.Smith@abcagency.com
Certificate DN:	
Account Creation Date:	Mar 28, 2018 9:03:28 PM GMT
Mobile Number:	
AD_City:	
userlogs:	
AD_Address:	
AD_Phone:	
AD_State:	
onetime:	
AD_Zip:	
Disabled:	
Note from 6.1.2:	

User Groups

User Group Membership:OMH-Unrestricted-Agents

Self-Service Console - My Accou

https://mytoken.ny.gov/console-selfservice/ExistingUser/RequestToken.do

Logged on as: L0000MHH | Log Off

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Self-Service Console

My Account

Help

This page allows you to view your user profile and manage your authenticators. Certain edits to your account require administrator approval.
You can also use this page to request authenticators and user group membership,

Notes

You have not answered security questions that are used for emergency au

Your Enterprise iOS - CTKIP token needs to be activated before you can u

My Authenticators

Tokens - request a new token|view SecurID token demo

Enterprise iOS - CTKIP — Activate Your Token
View details, test, troubleshoot

Token Serial Number: 012345678901
PIN: created on Jan 10, 2024 3:32:38 PM GMT
Expires On: Nov 30, 2028 12:00:00 AM GMT request

On-Demand Authentication

Security Questions - set up

Not configured
Please set up your security questions and answers

password

gov

M GMT

User Group Membership:OMH-Unrestricted-Agents

Activate Your Token

Step 1: Open the RSA SecurID app on your device.
Navigate to the screen to scan a QR Code. If you do not have the app, you can download it from the app store for your mobile device.

Note: The Scan QR Code option is not supported on iOS 6.

Step 2: Scan QR Code. What is a QR Code?

Note: The QR Code display will expire in **4:51** minutes.

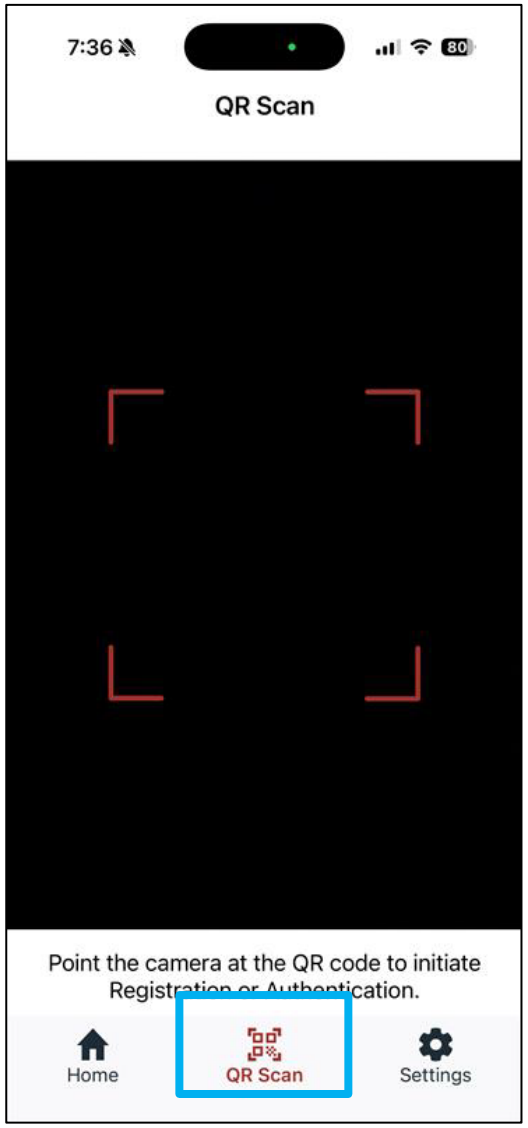
Scan QR Code unsuccessful?

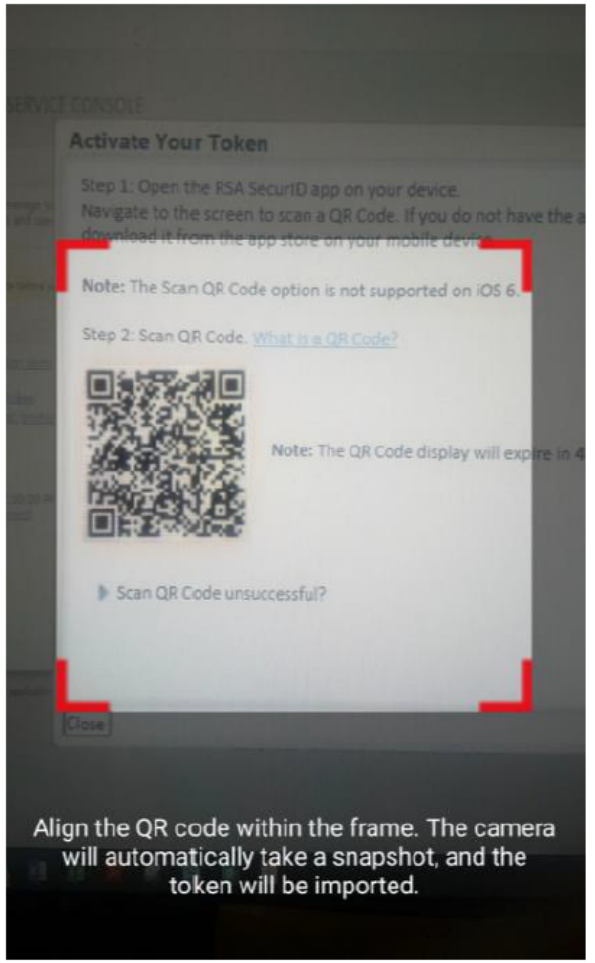
Close

Scan your QR code with your mobile device's RSA app.
NOTE: The QR code is only valid for 5 minutes!

How to Scan Your QR Code

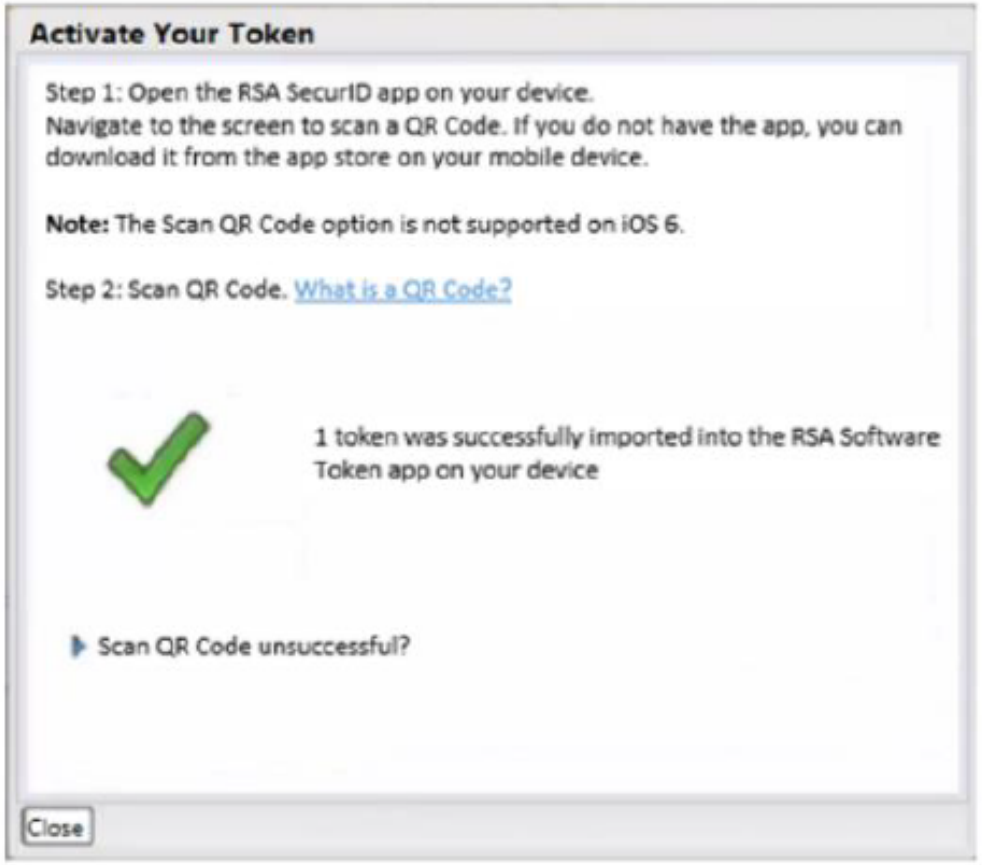
- To scan the QR code displayed on the desktop, open the RSA app on your mobile device
- At the bottom of your screen, tap “QR Scan”
- With your mobile device, hover the front-facing camera over the QR code displayed on the desktop screen
- Align the QR code within the frame and the camera will automatically take a snapshot and import your token.





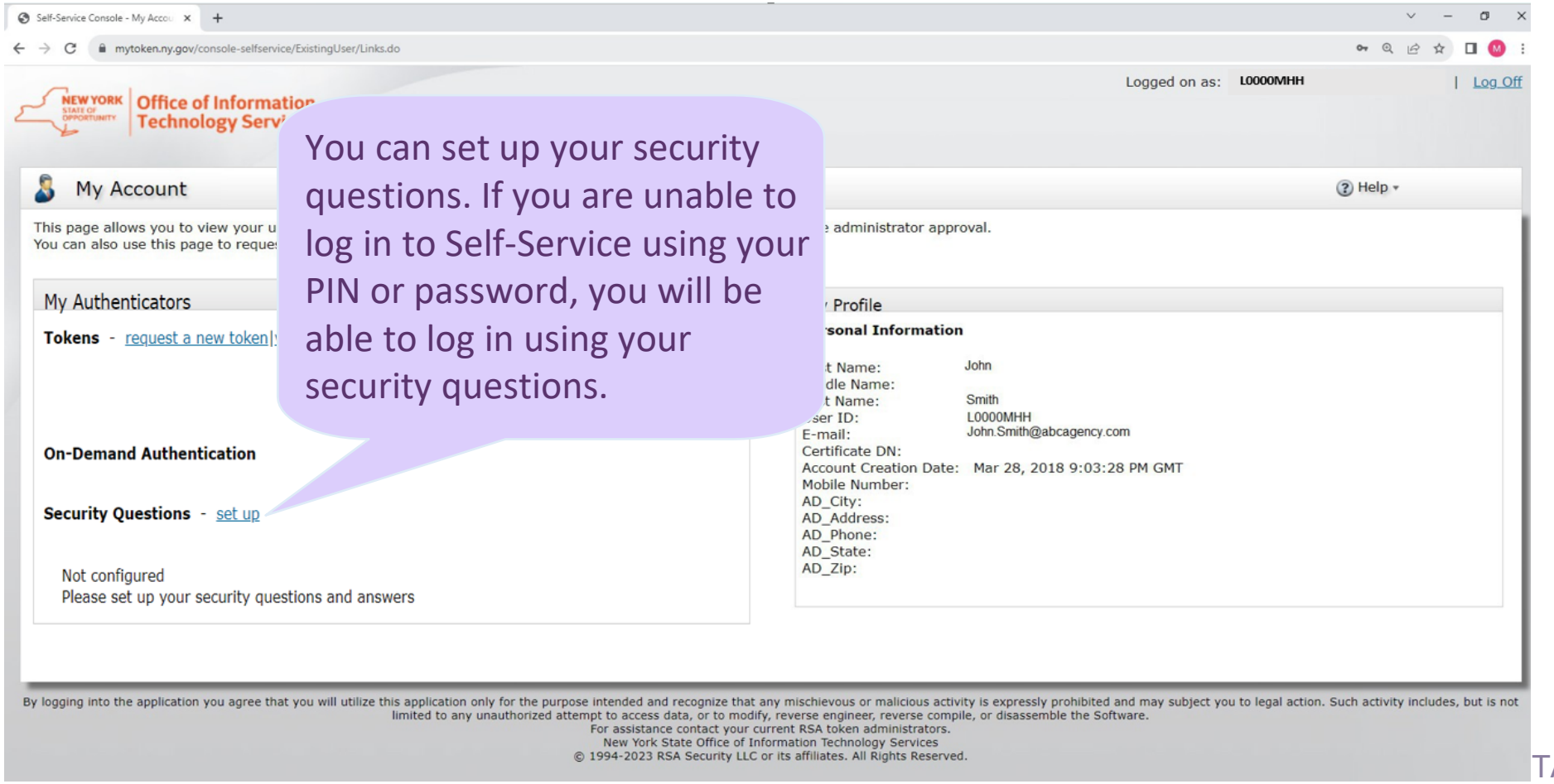
Importing Your Token

- Once the QR code is scanned you will see a confirmation on both the desktop screen as well as your mobile device that the soft token has been successfully imported



Set Up Your Security Questions

- After you have successfully imported your token, set you your security questions.
- If you forget your PIN, you can answer security questions to reset your PIN

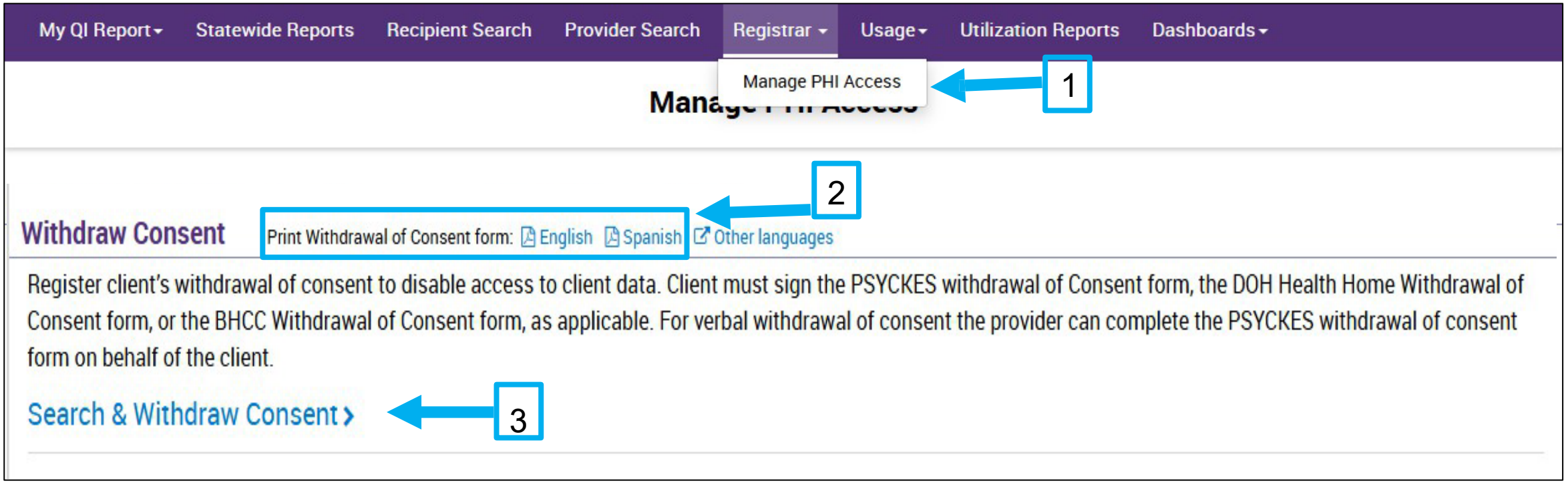


Withdraw Consent

Withdraw Consent

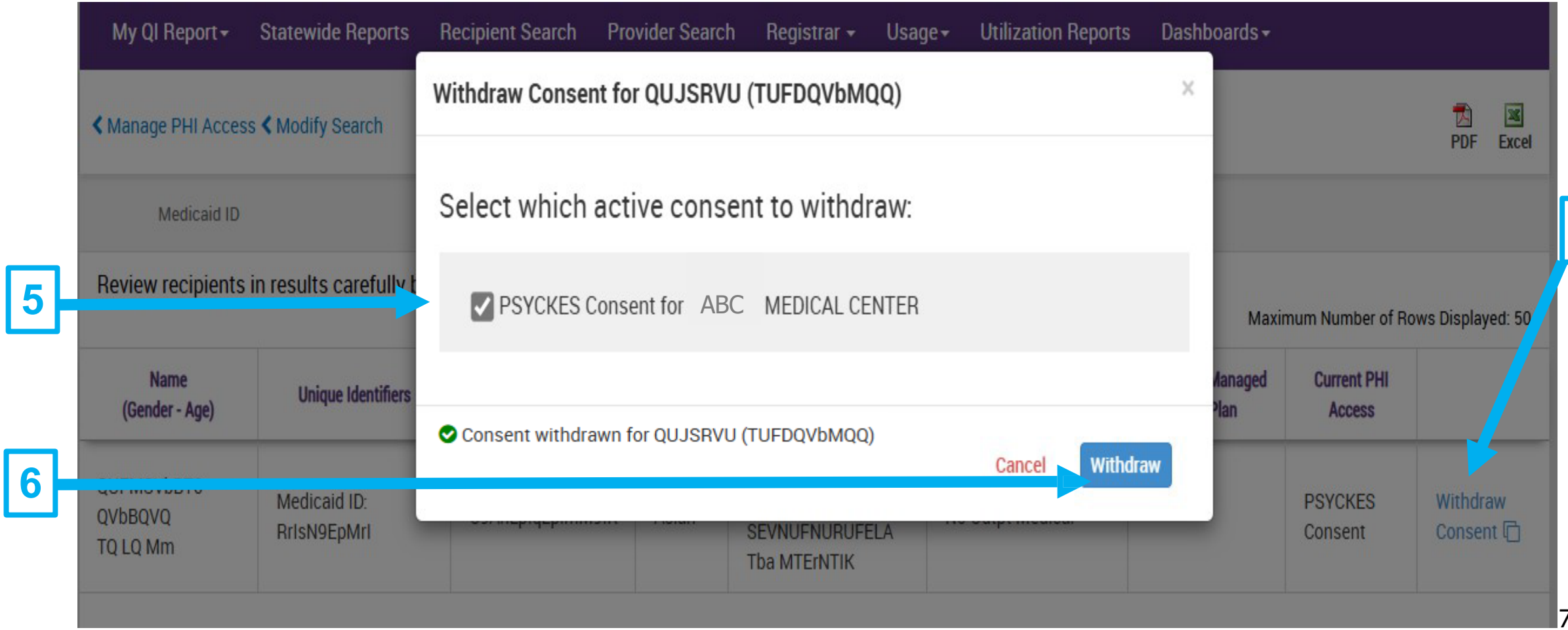
If patient withdraws their consent OR if consent is enabled for the wrong patient by accident, access must be withdrawn in PSYCKES as soon as possible

1. Navigate to Registrar > Manage PHI Access
2. Scroll down to ‘Withdraw Consent’ section and print out withdrawal of consent for (patient can verbally withdraw consent, but may be helpful to have signed withdrawal for records)
3. Select 'Search & Withdraw Access’ and enter patient Medicaid ID or name and DOB to search for the patient



Withdraw Consent, continued

4. Review search results, verify patient identifiers are accurate, and select Withdraw Consent
5. Pop-up will appear – review information and check PSYCKES Consent to withdraw
6. Click ‘Withdraw” box



PSYCKES Mobile Application

PSYCKES Mobile App Features

- Available for iOS and Android Devices
- Individual look-up clients, enable access, and view clinical summaries
- E-sign the PSYCKES consent directly on device
- ‘Recents’ tab allows you to easily locate recently searched patients
- Complete a Safety Plans or C-SSRS screenings
- Filter options available for Service sections
- iPad exclusive features:
  - Includes Brief Overview as well as the Full Summary
  - Integrated View of Services Over Time (IVOS) graph

Technical Requirements for the Mobile App

- Confirm you have the latest software version downloaded:
  - iOS: Check to see if an upgrade is needed by navigating to Settings > General > Software Update *(currently supporting iOS version 18.0+)*
  - Android: Check to see if an upgrade is needed by navigating to Settings > About Phone or About Tablet > Look for the Android Version entry *(currently supporting Android version 8.0+)*
- Confirm you have the latest version of the PSYCKES app downloaded:
  - Check to see if an app update is needed by going to the App Store or Google Play Store > Search for “PSYCKES” > Select “Update” button (if available)
- Strongly recommended to ensure your device is password protected with the PSYCKES mobile app due to protected health information (PHI)

Brief Overview